

EMU Academic Concern Resolution Process

Step 1: Instructor

- Almost always a student must discuss their concerns and attempt to resolve the conflict directly with the instructor. Exceptions to this included if a student believes their situation involves any type of sexual misconduct, physical violence, physical endangerment, discrimination, and/or harassment. If concerns fall within one or more of these categories, a student should contact the appropriate campus resource office for these specific types of concerns, and can move directly to Step 2 of this process.
- Please reference *Guidelines For Effectively Communicating Issues or Concerns* for tips on communicating your concerns effectively with instructors, requesting an appointment with your instructor to discuss concerns, and follow-up after appointment.
- If the instructor indicates that they have made a final decision on your concern, respect that decision and, if you wish to pursue the concern further, contact the Office of the Ombuds to find out what options are available to do so.

Step 2: Department Head, School Director

- To pursue this step you must have discussed your concerns and attempted to resolve the conflict directly with your instructor. You must provide supporting documentation that your concerns have been unsuccessfully resolved at Step 1.
- Request an appointment through email (to have a written record) including: course #, instructor, a bulleted description of concerns, and the resolution you are looking for.
- If the Department Head/School Director indicates that they have made a final decision on your concern, respect that decision and, if you wish to pursue the concern further, contact the Office of the Ombuds to find out what options are available to do so.

Step 3: Dean, Associate Dean

- To pursue this step you must have discussed your concerns and attempted to resolve the conflict directly with your instructor and the Department Head/School Director. You must provide supporting documentation that your concerns have been unsuccessfully resolved at Step 1 & Step 2.
- Request an appointment through email (to have a written record) including: course #, instructor, a bulleted description of concerns, and the resolution you are looking for.
- If the Dean/Associate Dean indicates that they have made a final decision on your concern, respect that decision and, if you wish to pursue the concern further, contact the Office of the Ombuds to find out what options are available to do so.

Step 4: Provost, Associate Provost

- To pursue this step you must have discussed your concerns and attempted to resolve the conflict directly with your instructor, the Department Head/School Director, and the Dean/Associate Dean. You must provide supporting documentation that your concerns have been unsuccessfully resolved at Steps 1-3.
- This step of resolution is related specifically to review of due process and adherence to EMU policy & procedure
- At this level you may be directed through other University policies & processes such as Withdraw/Tuition Appeal, Grade Grievances, etc. as the next appropriate step to resolve your concerns.
- At this level reviewing and/or changing previously articulated outcome(s), decision(s), and/or resolution(s) occurs as a result of University error(s) related to ensuring due process and adherence to University policy.