

Guidelines for Faculty and Staff Response to Student Issues

| Issue | Poor Attendance Frequent absences, inconsistent class attendance. | Academic Difficulty Student not comprehending course materials; student is not following up with faculty suggestion for additional help. OR A second language makes it difficult for student to comprehend course material. | Academic Integrity Faculty suspects a student has been involved in academic dishonesty. | Academic Evaluation Student does not agree with an academic evaluation. | Academic Major/Minor Choice, Student is struggling with choosing her major/minor; lacks information about curriculum requirements; needs assistance with course selection or has not been able to connect with academic advisor. | Disability and/or Accommodation(s). Student shares concerns about a learning disability, possible disability or inquires about obtaining an accommodation. |
|-------------------------------|--|--|---|---|--|--|
| Faculty and/or Staff Response | <p>Contact the student directly regarding her absences; discuss impact on her learning and grade; encourage a change in behavior.</p> <p>Provide clear expectations about her ability to make up work, if applicable, and discuss remaining course work.</p> <p>If appropriate, email a note to student's advisor informing him/her of student's absences.</p> <p>If absences persist, contact the Academic Advising office, x2-6300</p> | <p>Request that student set up time to see course instructor to discuss her ability to understand course material and as appropriate develop a plan for remaining course work.</p> <p>Suggest tutoring opportunities through Academic Counseling, department- sponsored tutoring, Supplemental Instruction courses, study groups, etc.</p> <p>Refer student to Academic Counseling, 2-6300 for a comprehensive list of all tutoring options.</p> | <p>Immediately initiate discussion with the student to share grounds for suspicion & to further explore if suspicion is warranted. If no violation is established, inform student of the academic integrity policy.</p> <p>If a faculty member believes a violation occurred, keep a record of discussion; keep copies of papers, exams or materials involved. Notify the appropriate academic dean of the suspected violation for information tracking purposes, consultation and follow up. Faculty can either proceed with issuing a grade or submit a violation of the University Code of Conduct.</p> <p>In cases where a student alleges another student has violated the academic integrity policy the, faculty member must address alleged student in same manner.</p> <p>See Student Code of Conduct and Community Expectations for complete University policy and specific guidelines and expectations for responding to academic integrity issues.</p> | <p>Inform student of the Academic Evaluation policy process which guides students who feel an academic evaluation was inappropriate, or first talk with the faculty member who evaluated the work.</p> <p>If the matter is not resolved at that level, student should be referred to department chair.</p> <p>If concern is not resolved at this level, student should be referred to appropriate academic dean.</p> <p>See Academic Evaluation Policy, page 33, for the complete policy and expectations for responding to academic evaluation issues.</p> | <p>Students should be referred to their academic advisor for questions regarding current major.</p> <p>If student is undecided or needs information regarding personal preferences, refer them to the Career Development Center, 2-6761.</p> <p>Regarding major/minor requirements, refer the student to Academic Advising, 2-6300 on the St. Paul campus; 2-4763, Minneapolis campus.</p> <p>If the student is unsure of being in college, they may wish to withdraw from the University; they should be referred to Academic Counseling, OEC 119, 2-6300, to complete appropriate paperwork.</p> <p>If the withdrawal date is past the 100% refund period, refer student to the Financial Aid Office and/or Student Accounts to discuss financial implications and responsibilities.</p> <p>International students MUST discuss these issues with the international student advisor as it may affect their immigration status. Please contact the Office of International Student Services at 2-6650</p> | <p>Refer student to Enhancement Services, 2-6315</p> <p>Staff is available for screening for a possible learning disability, referrals for further testing, and determining accommodations as appropriate.</p> |

Guidelines for Faculty and Staff Response to Student Issues

| Issue | Discrimination Student wants to file a complaint regarding the non-discrimination statement. | Sexual Violence or Harassment Students who have been subjected to sexual violence or harassment and want to discuss her/his options, what s/he can do; review the policy, or the process for addressing incidents involving sexual violence or harassment. | Physical Health Student demonstrates significant or chronic sickness or physical health issues. | Behavioral Issues/ Leave of Absence (LOA) or Withdrawal from the University Student displays disruptive behavior in class (angry outbursts, threatening behavior, etc.) while interacting with other students or faculty in class or in written class assignments. | Emotional Health Student presents signs of depression or anxiety in class or more generally via interactions with students or faculty. | Financial Issues Student shares significant concerns about financial issues including a large balance, perceived insufficient financial aid package or more general difficulty with financial management; "money problems". |
|--------------------------------------|--|--|---|--|---|---|
| Faculty and/or Staff Response | <p>Refer the student to the Dean of Students Office, 2-6050; Residence Life, 2-6470; or Office of Institutional Diversity, 2-6951.</p> <p>Complaints or allegations that are violent or harassing, contact Public Safety, 2-5100.</p> <p>Student complaints or allegations of discrimination (by students, faculty or staff) should be submitted to the Dean of Students and will be investigated according the Hate Crimes and Bias Incidents Procedure.</p> <p>Students who have had a negative experience, but believe it may not rise to the level of a formal discrimination complaint, are still strongly encouraged to discuss her experience with the Dean of Students, 2-6050; Multicultural Student Services, 2-6460; or Institutional Diversity, 2-6951</p> | <p>College personnel are obligated by law and University policy to report all suspected or alleged incidents of sexual harassment or violence.</p> <p>Reports can be made to the Dean of Students, Associate Director of Residence Life, Public Safety, Vice President of Student Affairs.</p> <p>All student complaints will be referred for investigation to the Dean of Students Office, 2-6050.</p> <p>Sometimes it is helpful to have the student call from your office to make an appointment.</p> <p>See Policies on Sexual Assault, Sexual Violence and Sexual Harassment for the complete policy statement and expectations for responding.</p> | <p>Talk with the student about health concern. Discuss her plan for responding to the issues.</p> <p>Make a referral to Student Health Service, 2-6750; location: Lower level of Brady Residence Hall on the St. Paul campus.</p> <p>If student's health issues compromise ability to continue classes, refer student to academic advisor immediately to explore options. Follow-up with email note to academic advisor regarding this referral.</p> <p>If unable to continue classes, refer student to Academic Counseling, 2-6300, to discuss further options</p> | <p>Request to meet with the student outside of the class. Discuss concern with specific behavior and make referral to Personal Counseling, 2-6780.</p> <p>If behavior is disruptive during class, request student to discontinue behavior, make a note of details and date of discussion.</p> <p>If behavior continues, contact the Dean for Students, 2-6050, for St. Paul or Minneapolis students contact the Life/Work Center, 2-4763, to obtain guidance regarding Code of Conduct and Community Expectations for the complete policy and expectations for responding.</p> <p>In the event of potentially violent behaviors contact Public Safety at 2-5555 and request immediate assistance.</p> <p>The student may be given the option to take a Leave of Absence (LOA) or withdraw from the University until they are able to demonstrate their ability perform in an academic environment; contact the Dean of Students Office or the Dean of the appropriate College.</p> | <p>If appropriate, talk to the student about your concerns about impact on academic work & what is required to complete the expectations for the course. If student brings up mental health problems directly or in written work, in a private conversation with student, ask about sources for support, identifying campus resources, including Personal Counseling: St Paul campus: 2-6780, Minneapolis campus 2-4763. Sometimes it is helpful to have student call from your office. Center staff is also available for consultation to faculty and staff.</p> <p>If any suicidal thoughts or hopelessness are expressed by student, either in writing or verbally, consult with psychologist in Personal Counseling, St. Paul, Murray-Herrick Campus Center, 3rd floor Herrick, x2-6780 or The Life/Work Center, TMH 110, Minneapolis campus, 2-4763.</p> <p>URGENT REFERRALS: If student needs to be seen immediately (<i>e.g., for suicide potential evaluation</i>) call Public Safety 2-5555 or Personal Counseling 2-6780 & notify Center that you will be walking student over.</p> <p>For after hours psychiatric emergencies contact Public Safety, 2-5555.</p> | <p>Determine if the issue is one for the Business Office, (account balance, confusion with what they owe, etc) or, for Financial Aid (an issue with financial aid package or paper work).</p> <p>Make a referral to either Student Financial Services (2-6550, St. Paul, 2-4052, Minneapolis) or the Business Office 2-6600.</p> <p>The Office of International Student Services provides additional support for international students with financial concerns. Referrals can be made to IOSS, 2-6650.</p> |

Guidelines for Faculty and Staff Response to Student Issues

| Issue | Personal Safety Issue Student expresses concern about an abusive relationship or is concerned for her personal safety in a more general way. | Concern as Parent Student is a parent and is having difficulty balancing all her/his responsibilities. | Parent Concern or Involvement The parent of a student has contacted you and wants to know if his/her student is attending class, requests information about grades, and/or general performance in the classroom. | Roommate Conflict Student is having significant difficulty with residence hall roommate. | Other: Other issues not listed may include family emergencies that you have become aware of, circumstances that may affect student's ability to remain in class for an extended or permanent period of time, etc. |
|-------------------------------|---|--|---|---|---|
| Faculty and/or Staff Response | <p>If student has an immediate safety/security threat, contact the Public Safety, 2-5555.</p> <p>If student alleges abuse is from another student, notify the Dean for Students (St. Paul campus, 2-6050), the Life/Work Center, Minneapolis campus, 2-4763, or Public Safety, 2-5100.</p> <p>Refer student to Personal Counseling Center, 2-6780; or the Life/Work Center, Minneapolis, 2-4763. You may want to assist the student in making an appointment at the time of discussion.</p> | <p>Refer student to Personal Counseling Center, St. Paul campus, 2-6780; Life/Work Center, Minneapolis, 2-4763, to discuss strategies for managing stress and life balance issues.</p> | <p>Explain to the parent that the Family Educational Rights and Privacy Act (FERPA; a federal law) prohibits University faculty and staff from sharing educational records (grades, class attendance, etc.) with anyone other than the student without permission.</p> <p>Encourage the parent to discuss her/his concerns with their daughter/son. Explain that you are available to discuss grades and classroom performance with their student.</p> <p>If parent persists for information for which you are not able to provide, refer to the Dean of Students Office, 2-6050.</p> | <p>Assuming the student has already tried to resolve the conflict with her roommate, refer the student to her Resident Assistant (RA) on her/his floor.</p> <p>If student reports this level of intervention did not resolve matter, student should be referred to Residence Life, 2-6470 or the Dean of Students Office, 2-6050.</p> | <p>Contact the Dean of Students Office, 2-6050 for assistance.</p> |