

Policy on Resolution of Complaints Pertaining to WebCampus (20.9)

Policy Number/Name: 20.9 Policy on Resolution of Complaints Pertaining to WebCampus
Approval Authority: Administrative Council
Responsible Executive: Provost
Responsible Office: Office of the Provost
Effective Date: June 13, 2017

I. Purpose of this Policy

The purpose of this Policy is to outline the procedure for submitting and resolving student complaints concerning courses or programs offered or managed by Stevens' WebCampus.

II. Policy

Stevens is a participant in the State Authorization Reciprocity Agreement (“SARA”), a voluntary agreement among member states and U.S. territories that establishes national standards for postsecondary distance-education courses and programs. As provided in the [SARA Policy and Operations Manual](#),¹ WebCampus students must first submit any complaints concerning WebCampus to Stevens via Stevens' internal procedures. Certain complaints may then be appealed to the New Jersey Office of the Secretary of Higher Education (“NJOSHE”).

The following is Stevens' procedure for submitting and resolving student complaints concerning WebCampus:

- A. WebCampus student complaints concerning student grades or conduct violations are governed entirely by the policies contained within Stevens' [University Policy Library](#) and Stevens' [Undergraduate](#) and [Graduate](#) Student Handbooks. Such complaints may not be appealed outside of Stevens.
 1. A WebCampus student wishing to appeal a grade for a WebCampus course must follow the procedure outlined in Stevens' [Undergraduate Academics Policies and Procedures](#) or Stevens' [Graduate Student Handbook](#), as appropriate.
 2. A WebCampus student wishing to submit a complaint concerning a student conduct violation should consult the [University Policy Library](#) and Stevens' [Undergraduate](#) and [Graduate](#) Student Handbooks, as appropriate. Relevant policies and procedures include, but are not limited to, Stevens' Code of Conduct, Code of Ethics, Conflict of Interest Policy, Policy on Gender-Based and Sexual Misconduct, and Discrimination and Harassment Policy.

¹ http://www.nc-sara.org/files/docs/NC-SARA_Manual_Final_2016.pdf

- B. A WebCampus student wishing to submit a complaint not addressed by Stevens' [University Policy Library](#) may submit such a complaint to the Vice Provost for Academics. The complaint must describe the facts and evidence supporting the complaint and indicate what redress the grievant seeks. The Vice Provost for Academics will forward the complaint to the appropriate division or office, which will investigate the complaint and render a written decision within thirty days, a period which may be extended for good cause and with notice given to the affected parties. A written decision will be transmitted to both the grievant and the Vice Provost for Academics.

- C. If a WebCampus student is not satisfied with the decision of the appropriate division or office, the student may appeal the decision to the Provost. Such an appeal must be in writing and submitted to the Provost within 15 days of the date the grievant received the written decision. The Provost will review the written decision, conduct further investigation as necessary in the judgment of the Provost, and issue a written decision to the grievant within thirty days, a period which may be extended for good cause and with notice given to the affected parties.

- D. If a WebCampus student has submitted a complaint unrelated to student grades or conduct violations, and is not satisfied with the outcome of Stevens' internal procedures with respect to such complaint, the WebCampus student may submit an appeal to NJOSHE pursuant to the procedures outlined in Section 4.5 of the [SARA Policy and Operations Manual](#).²

² http://www.nc-sara.org/files/docs/NC-SARA_Manual_Final_2016.pdf, pp.24-25