

# Grievance and Appeals Panel Member Training

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# Background Information

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- There are two representatives from each department on the Grievance and Appeals Committee
- Review the SHP policy and procedures document for the committee
  - **Policy can be found [here](#).**
- Members from the committee are selected for the *appeals panel* as needed
- The chair of the committee will make the request for appeal panel members at the end of each semester, shortly after final grades are received.
- UTMB has standards of conduct policies to which all members of the committee must abide.

# UTMB Standards of Conduct

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- UTMB IHOP Policy 6.0.2 Compliance Policies

#### **IV. Standards of Conduct Guide**

Working with integrity is every employee's responsibility. UTMB's Institutional Compliance Program was developed to ensure that our employees and students understand that they must conduct themselves in an ethical manner and comply with all applicable laws, policies, rules and regulations. Ethical conduct and compliance is a personal responsibility, and every employee will be held accountable for his or her conduct.

UTMB has developed a *Standards of Conduct Guide* to serve as a framework within which we are expected to operate. This publication embodies policies of UTMB, the University of Texas System, and the Rules and Regulations of the Board of Regents of the University of Texas System, known as *Regents' Rules and Regulations*. The policies of UTMB are in the UTMB Institutional Handbook of Operating Procedures (IHOP) and may be accessed via the Internet at [http://www.utmb.edu/policies\\_and\\_procedures/toc.aspx](http://www.utmb.edu/policies_and_procedures/toc.aspx). This booklet does not include all general compliance issues, nor does it contain the special compliance issues that are job specific. Instead, the

*Standards of Conduct Guide* should be regarded as a set of guiding principles that apply to everything we do.

The *Standards of Conduct Guide* applies to UTMB's workforce, which includes staff, administration, faculty, fellows, residents and students. Moreover, the *Standards of Conduct Guide* is applicable to physicians not employed by UTMB, but who serve on UTMB Hospitals' medical staff, as well as to subcontractors, agents, independent contractors, vendors, consultants and volunteers.

# UTMB Standards of Conduct

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[UTMB Standards of Conduct Guide: Working with Integrity \(pdf\)](#)

Go to the [UTMB Online Training System \(ELM\)](#) to complete the *Standards of Conduct Guide **Personal Pledge to Ethics and Integrity** (acknowledgment form)* .

# Important Information to Review

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## **SUPPORTING DOCUMENTS**

IHOP 7.1.20 SHP Student Appeals of Grading and Unsatisfactory Academic Performance

[https://www.utmb.edu/policies\\_and\\_procedures/IHOP/Student/IHOP%20-%202007.01.20%20-%20SHP%20Student%20Appeals%20of%20Grading%20and%20Unsatisfactory%20Academic%20Performance.pdf](https://www.utmb.edu/policies_and_procedures/IHOP/Student/IHOP%20-%202007.01.20%20-%20SHP%20Student%20Appeals%20of%20Grading%20and%20Unsatisfactory%20Academic%20Performance.pdf)

**STUDENT APPEALS** section in the SHP Bulletin 2016-2017

[https://shp.utmb.edu/PDF/Bulletins/SHP%20Bulletin%202015-2016\\_web.pdf](https://shp.utmb.edu/PDF/Bulletins/SHP%20Bulletin%202015-2016_web.pdf)

Flow diagram of Informal Challenge and Formal Appeal Process

[https://www.utmb.edu/policies\\_and\\_procedures/IHOP/Supporting\\_Documents/IHOP%20-%202007.01.20%20-%20SHP%20Grading%20and%20Evaluation.pdf](https://www.utmb.edu/policies_and_procedures/IHOP/Supporting_Documents/IHOP%20-%202007.01.20%20-%20SHP%20Grading%20and%20Evaluation.pdf)

# Responsibilities of Committee Members

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- Review all testimony documents pertinent to the case
- Maintain confidentiality of all information both written and orally presented
- Do not engage in any one-sided conversation about the case
- Carefully listen to all oral testimony presented without bias
- Weigh whether the evidence presented is credible
- Look for specific findings of fact
- Determine whether the grievant has substantiated their case

# Information to consider for grade decisions

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- Was the assignment of a final grade made on some basis other than the performance in the course?
- Is the assignment of a final grade a significant departure from the professor's previously announced standards?
- Is there significant deviation from the assessment methods and method for grade calculations as stated in the syllabus?
- Was the grade assigned using substantially different criteria than applied for other students (favoritism, bias)?
- Are the standards for evaluation applied inconsistently or inequitably?

# Committee Deliberations

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- Occurs in a closed session
- Discuss all the issues raised and evidence presented in the hearing by each party
- Evaluate conflicting evidence
- Determine which facts can be proven
- Apply the facts to the issues
- Determine recommendations regarding the grievance



# Decision

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- Support with facts
- Provide justification
- Provide reasoned justification
- Is the matter being grieved due to improper or unfair reasons?
- Is the matter being grieved due to a policy being violated?
- State corrective action being recommended

# Challenge Questions

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- List two reasons a student may challenge a grade through the grievance process?
- List two reasons a student may challenge the decision of the Grading and Promotion Committee?
- Who makes the final decision?
- Who carries the responsibility of “burden of proof,” Grievant or Respondent?
- Where does the student file the grievance?