



MEMORANDUM

TO: WSU Faculty, Instructors, and Teaching Assistants

FROM: Elizabeth S. Chilton, Provost and Executive Vice President 

SUBJECT: Reminders of Key Academic Policies

DATE: August 7, 2023

I hope this memo finds you all enjoying summer. As we look forward to the start of the next academic year, it is my pleasure to welcome back our returning faculty and instructors and to welcome our new faculty and instructors. I recognize that the last several years have been a time of great challenge and change, and I sincerely appreciate all that you have done for our students and WSU.

I am writing to ask you to revisit or introduce yourself to the key academic policies at Washington State University. These policies are key to ensuring that we all work together to provide our students a high-impact, robust educational experience. Apologies in advance for the length of this memo, but I hope it will serve as a resource to you for the coming academic year.

Policy compilations are found in the *WSU Faculty Manual* (<https://facsen.wsu.edu/>), the WSU Academic Regulations (<https://registrar.wsu.edu/academic-regulations/>), and the State of Washington Standards of Conduct for Students (<http://apps.leg.wa.gov/WAC/default.aspx?cite=504-26>). The Educational Policies and Procedures Manual (EPPM) provides additional information about various academic processes relating to curriculum and students (<https://s3.wp.wsu.edu/uploads/sites/3253/2022/10/2022-EPPM-Version.pdf>).

The New University and Course Syllabi

As recently [announced in the WSU Insider](#), the Faculty Senate approved the creation of the University Syllabus for system-wide implementation beginning Fall 2023.

Under the leadership of the Faculty Senate's [Syllabus Subcommittee](#), work was conducted to explore ways to curtail the growing length of course syllabi and to alleviate faculty of the task of ensuring that university-wide statements remain current from year to year. I want to extend my sincere thanks to the subcommittee for their tireless work and leadership, which led to the development of the University Syllabus.

As you begin to prepare for the Fall 2023 semester and develop your syllabi, please ensure you comply with the University Syllabus by carefully reviewing all required and recommended syllabus elements on the [WSU Syllabus website](#). The elements of the University Syllabus will be automatically generated for all courses in their Canvas space. The elements of the course syllabus should be generated by instructors and uploaded to the Canvas course space.

Access Center and Accommodations for Students

In collaboration with the [WSU Access Center](#), instructors play a crucial role in facilitating academic accommodations so students with disabilities can engage with course material and equitably demonstrate knowledge.

The WSU Access Center determines student eligibility for accommodations. To be eligible for accommodations, students must submit (to the Access Center) an application and documentation of a disability. Instructors will be notified if/when a student in their course has an approved accommodation.

The following resources can be found online by visiting <https://accesscenter.wsu.edu/faculty-instructor-support/>.

- MyAccess Faculty Portal
- Accommodation Types
- Rights and Responsibilities
- Best Practices for Faculty

The Access Center does not provide accommodations for students when they have routine illnesses. The procedures outlined in the section "Class Attendance and Absences" should be followed in these situations.

Academic Integrity Policy

Washington State University, a community dedicated to the advancement of knowledge, expects all students to adhere to high expectations of scholarship and the Standards of Conduct for Students. Potential violations of the Standards of Conduct for Students should be referred to the Center for Community Standards. The Center for Community Standards supports students, upholds their rights and responsibilities, and holds them accountable for behavior that doesn't meet our community expectations.

University instructors have the authority, and are expected to intervene, in all situations where students may have violated [academic integrity expectations](#). Where an instructor believes it is more likely than not that a student violated expectations, they have the authority to assign an academic consequence consistent with the academic integrity statement found in their course syllabus. The instructor is required to [report the violation to the Center for Community Standards](#) to provide an appropriate and fundamentally fair process for the student. More information regarding responding to academic integrity violations can be found at: <https://www.handbook.wsu.edu/academic-integrity-process/>.

Please contact the Center for Community Standards if you would like more specific information about the process. The Center for Community Standards can be reached at 509-335-4532 or community_standards@wsu.edu.

The Writing Program (509-335-7959) can assist with proactive assignment design that minimizes the risk of academic dishonesty.

Guidance on Artificial Intelligence (AI)

WSU supports instructors in their choices regarding the most appropriate pedagogy for their discipline and specific course context. It is the instructor's prerogative to allow or prohibit the use of any generative AI tool.

If an instructor states clearly within their syllabus that the use of AI text generation platforms is prohibited, then, with evidence that indicates it is more likely than not that an academic integrity violation occurred, a conduct case should be submitted to the Center for Community Standards for a student who used one of these platforms. This is consistent with and under Section 2(b) "Use of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments" or Section 2(d)(i) "Plagiarism". **Therefore, it's important to be clear about what the policies are for any class, specific assignment, and/or activity if the guidelines will vary.** After an instructor meets with a student to discuss the concern, a report can be submitted.

It is imperative to note that WSU policies, including Executive Policy 8, prohibit the inclusion of legally protected or regulated data (e.g., proprietary, personally identifiable information, HIPAA, FERPA) in queries provided to generative AI platforms like ChatGPT.

Policy Prohibiting Discrimination and Harassment (Executive Policy 15)

This policy expresses WSU's commitment to maintaining an environment free from discrimination, including sexual harassment. This policy applies to all students, faculty, staff, or others having an association with the University.

Discrimination, including discriminatory harassment, sexual harassment, and sexual misconduct (including stalking, intimate partner violence, and sexual violence) is prohibited at WSU (See WSU Policy Prohibiting Discrimination and Harassment [(Executive Policy 15)] and WSU Standards of Conduct for Students).

If you feel you have experienced or have witnessed discriminatory conduct, you can contact the WSU Office of Compliance and Civil Rights (CCR) and/or the WSU Title IX Coordinator at 509-335-8288 to discuss resources, including confidential resources, and reporting options (visit <https://ccr.wsu.edu/> for more information).

Most WSU employees, including faculty, who have information regarding sexual harassment or sexual misconduct are required to report the information to CCR or a designated Title IX Coordinator or Liaison. Visit <https://ccr.wsu.edu/file-a-report/> for more information.

University Support and Response for Discrimination and Harassment

Discrimination, discriminatory harassment, sexual harassment, and sexual misconduct (including stalking, intimate partner violence, and sexual violence) are prohibited at WSU (see Executive Policy 15 - [WSU Policy Prohibiting Discrimination and Harassment](#), the [WSU Standards of Conduct for Students](#), and relevant employee manuals). WSU has instituted procedures to respond to violations of these laws and standards, programs aimed at the prevention of such conduct, and intervention on behalf of victims.

If you are in immediate danger, call 911.

If you are experiencing sexual assault, domestic violence, stalking, discrimination or harassment, **you have support and options**. CCR is a system-wide resource (all campuses) which is available for intake consultations for you to learn more about available support. You can reach them directly at 509-335-8288, ccr@wsu.edu, or [report online](#) (anonymous reports accepted).

You can also speak to a victim advocate, a medical provider, or counselor confidentially about your concerns. Advocates help survivors of crime determine their own needs in regard to their physical and emotional health, reporting options, and academic concerns. At no cost, advocates connect survivors to campus and community services, and provide accompaniment to important appointments (court, hospital, and police) and support throughout the process. For a list of confidential victim advocates and medical providers, please visit [CCR Resources](#).

WSU Police Department (WSU PD) officers and campus security will treat victims of sexual assault, domestic violence, stalking, hate crimes, and other crimes with respect and dignity. WSU PD, campus security departments, CCR, and victim advocates can also help you with safety planning.

Class Attendance and Absences (Academic Regulation 72)

We anticipate that there will be students who test positive for COVID-19 during the 2023-2024 academic year and will need to follow local and state public health policies and guidance. Further, it is not uncommon for other seasonal illnesses to move through our communities. Instructors are strongly encouraged to consider how to deal with extended absences and ensure that their policies are clearly communicated to students at the beginning of the semester. When a student misses an assessment deadline, the mechanisms for dealing with this event should be clearly specified. A missed assessment due to illness does not necessitate communication with the WSU Access Center and the mechanisms for dealing with this event should be clearly specified in the course syllabus.

Per Academic Regulation 72, students are responsible for ensuring that they attend all class meetings and complete all in-class and out-of-class work as assigned by the instructor. Students are also responsible for communicating with the instructor should they need to be absent.

- *Attendance Policy*
The instructor is responsible for determining the attendance policy and for making decisions regarding the policy, including the consequence of missed classes, within guidelines established by the academic unit. The instructor is responsible for communicating the policy to the students in the course syllabus.
- *Administrative Drops for Non-Attendance*
Students who have not attended class meetings (including lectures, laboratories, and other meetings) during the first week of the semester or according to a prorated schedule for shorter sessions may be dropped from the course by the department. Students enrolled in online classes may be dropped if they have not logged into the class during the first week.

Students should not assume that they have been dropped without checking their class schedules.

- *Absences*
Students should make all reasonable efforts to attend all class meetings. However, in the event a student is unable to attend a class, it is the responsibility of the student to inform the instructor as soon as possible, explain the reason for the absence (and provide documentation, if appropriate), and make up class work missed within a reasonable amount of time, if allowed. Missing class meetings may result in reducing the overall grade in the class.
 1. University-Sponsored. Any student who is required to participate in off-campus, university-sponsored activities such as field trips, musical performances, judging teams, intercollegiate athletic events, etc., should obtain an official Class Absence Request form from the faculty or staff member supervising the on- or off-campus activity. The form must contain specific information concerning the activity and date, be signed by the supervising faculty or staff member, and be submitted by the student at least one week in advance to the individual instructors of the student's classes. Alternative forms of the Class Absence Request may also be provided by the supervising faculty or staff member and are acceptable for requesting university-sponsored absences. It is recommended, but not required, that a student not be penalized for absence from class provided a properly signed form has been filed with the instructor prior to the absence. These university-sponsored absences are subject to an instructor's attendance policy and are not intended to imply additional acceptable absences. In all instances, it is the student's responsibility to make up all work missed.

2. Military Service Members. Students who are members of the National Guard or a reserve branch of a military service are occasionally required to miss class for weekend drills, active duty, and related responsibilities and are entitled to make up the class ([RCW 28B.10.270](#)). In such a case, instructors must not penalize students for the absences and must allow them to make up the missed work. In each instance, it is the responsibility of the student to inform the instructor of the duty before the absence, provide appropriate documentation if requested, and complete the missed work as soon as reasonably possible.
3. Flexible Attendance as an Access Accommodation. Some students have disabilities or chronic medical conditions of an episodic nature that may require flexibility regarding attendance. The Access Center recognizes that in some cases, allowing absences beyond those normally allowed in a course is a reasonable accommodation. However, there are courses in which a specified standard of attendance may be an essential part of the course. When the Access Center determines that flexible attendance may be a reasonable accommodation, instructors will receive notification of approved accommodations and procedures for their consideration. Final determinations regarding flexible attendance will be determined on a case-by-case basis. See the Flexible Attendance Guidelines at the [Access Center website](#) and Rule 83.
4. Reasonable Religious Accommodation. Washington State University reasonably accommodates absences allowing for students to take holidays for reasons of faith or conscience or organized activities conducted under the auspices of a religious denomination, church, or religious organization. Reasonable accommodation requires the student to coordinate with the instructor on scheduling examinations or other activities necessary for course completion. Students requesting accommodation must provide written notification within the first two weeks of the beginning of the course and include specific dates for absences. Approved accommodations for absences will not adversely impact student grades. Absence from classes or examinations for religious reasons does not relieve students from responsibility for any part of the coursework required during the period of absence. Students who feel they have been treated unfairly in terms of this accommodation may refer to Academic Regulation 104 - Academic Complaint Procedures. See also Rule 82, available at <https://registrar.wsu.edu/academic-regulations/>.

Instructors must reasonably accommodate students who, due to the [observance of religious holidays](#), expect to be absent or endure a significant hardship during certain days of the course. "Reasonably accommodate" means coordinating with the student on scheduling examinations or other activities necessary for completion of the course and includes offering different times for examinations or activities.

- Any student seeking reasonable accommodations under this section must provide written notice to the instructor, within the first two weeks of the beginning of the course and include the specific dates for absences. Absence from classes or examinations for religious reasons does not relieve students from responsibility for any part of the coursework required during the period of absence.
- The instructor shall inform the student of the decision in writing within seven calendar days of the receipt of the request.
- Approved accommodations for absences will not adversely impact student grades.
- The university provides notice to students of this policy on the university's web site and in course or program syllabi, including grievance procedures.

Any student who believes that she or he has not been appropriately accommodated under this policy may seek review of the decision by sending a written request to the chairperson of the department offering the course, as soon as possible and no later than seven days after learning of the instructor's decision. After the chair's decision, the student or the instructor may appeal to the dean's office. Appeals to the dean's office must be presented in writing within seven calendar days of the chair's decision. The decision of the dean or associate dean shall be made within seven calendar days and is final. The University Ombuds is available at any stage for advice or assistance in resolving requests for accommodation. Students should understand that fairness in the examination process is an important consideration in the educational process and that they do have a duty to cooperate in making alternate arrangements.

5. Adverse Weather Conditions. When appropriate campus authorities declare a "Yellow / Delayed or Limited Operations" or "Red / Closed" campus condition (BPPM 50.40-46), or travel to instructional locations is unsafe, classes may be cancelled or delayed. When a student does not attend due to adverse conditions, the instructor will not penalize the student. See the Inclement Weather Policy online at each campus website and at the Office of the Provost website.
6. Other Absences. Students must sometimes miss class meetings, examinations, or other academic obligations affecting their grades due to extenuating circumstances. It is the responsibility of the student to provide a written explanation for the absence to the instructor as soon as it is reasonable to do so. When possible, students should provide appropriate documentation for their absence, but instructors cannot require written excuses from healthcare professionals.

As long as absences are not excessive, it is recommended, but not required, that the instructor provide and document reasonable arrangements. Determinations regarding the acceptance of an absence are the discretion of the instructor based on the attendance policy as stated in the class syllabus.

Students who attempt to gain advantage through abuse of any aspect of the absence policy (e.g., by providing an instructor with false information) may be referred to the Center for Community Standards.

- *Emergency Notifications*

While the Office of the Dean of Students does not excuse or verify student absences, in the event a student is going to be away from class for an extended period and is unable to contact the instructor in a timely manner, the Office of the Dean of Students may provide an emergency notification on the student's behalf to the instructors, informing them of the student's absence and the planned duration of the absence. An emergency notification should not be required or used to excuse a student's absence.

It is the responsibility of the student to make contact with their instructors as soon as possible to make arrangements for missed work. It is up to the instructor to determine what if any arrangements will be made for the student based upon the attendance policy as stated in syllabus.

- *Request for Consideration*

The Office of the Dean of Students and/or the Office of Compliance and Civil Rights may contact instructors on a student's behalf when the student's involvement in a matter implicating the WSU Policy Prohibiting Discrimination and Harassment, Executive Policy 15, is having a significant impact on the student's academic progress.

In such cases, the instructor is strongly encouraged to work with the student to address the student's needs without compromising learning objectives. It is the responsibility of the student to contact the instructor to make these arrangements.

- *Complaints*

Students who wish to raise a concern about the instructor's arrangement regarding missed work may follow the Academic Complaint Procedure (Academic Regulation 104).

Academic Freedom

WSU supports the faculty's academic freedom, right to freedom of expression, and responsibility to fulfill course objectives that are approved by the Faculty Senate. This is fundamental to who we are as an institution. Along with these rights comes the responsibility to protect the freedom of expression of all members of our community, including students. The same is stated clearly in our own policies and procedures, including the Faculty Responsibilities section of the *WSU Faculty Manual*:

"As teachers, professors encourage the free pursuit of learning in their students. They hold before them the best scholarly standards of their disciplines. They demonstrate respect for the student as an individual and adhere to their proper role as intellectual guides and counselors. They make every reasonable effort to foster honest academic conduct and to ensure that their evaluations of students reflect their true merit. They respect the confidential nature of the relationship between professor and student.

"They avoid exploitation of students for their private advantage and acknowledge significant assistance from them. They protect students' academic freedom."

We also want to emphasize the importance of protecting freedom of expression in the classroom. Section II.B (Freedom of Expression and Accompanying Responsibilities) of the *Faculty Manual* covers freedom of expression and accompanying responsibilities:

"It is the policy of Washington State University to support and promote the rights of all individuals to express their view and opinions for or against actions or ideas in which they have an interest, to associate freely with others, and to assemble peacefully. The faculty has the right to dissent and protest.

"The above rights exist in equal measure for each member of the University community. They exist regardless of the professional stature of the individual and regardless of the degree of acceptability among others of views or opinions advocated. In order that these rights may be exercised by all and that orderly functioning of the University may be assured, certain limitations must be placed upon the manner in which these freedoms are exercised.

"Accordingly, Washington State University insists that the free expression of views and opinions, whether by individuals or by groups, be such that the rights of others are not violated. Use of physical means to disrupt the educational processes and functions of the University, including classroom and laboratory activities, services, meetings, or ceremonies conducted by the University, its departments, divisions, or affiliated organizations, would constitute such a violation.

"Members of the University community who violate the rights of others will be subject to appropriate disciplinary procedures. Principles of due process will be observed throughout such procedures."

We recognize that faculty have a strong interest in promoting respectful dialogue in the classroom. Speech and conduct that disrupts the educational process and creates a hostile environment, as defined in WSU's non-discrimination policy (Executive Policy 15), is not protected. If concerns arise, faculty should consult the WSU's Office of Compliance and Civil Rights at 509-335-8288 or ccr@wsu.edu.

We must aim to protect the freedoms and rights of every member of the WSU community, and to promote learning about diverse perspectives while ensuring that students experience a safe, constructive learning environment.

Some courses may benefit from the inclusion of the following *optional* sample syllabus statement regarding classroom decorum:

In support of fruitful and open academic discourse, students and instructors are expected to engage in courteous, civil, and mutually respectful exchanges focused on and relevant to the course materials. Students should not engage in disruptive behavior which obstructs or disrupts the learning environment, including, but not limited to, dominating the classroom or online discussion, behavior that disrupts the flow of instruction, or failure to cooperate in maintaining classroom decorum. Students engaging in behavior that is disruptive to the course objectives may be asked to leave or be referred to the appropriate disciplinary process. Instructors are similarly committed to creating a civil and productive environment for the free exchange of ideas; students who have concerns about their instructors should contact the department chair or director for that course (department chairs and directors are available in the academic catalog: <https://catalog.wsu.edu>).

Student Records

Please review information about the Family Educational Rights and Privacy Act of 1974 (FERPA) at the following website: <http://www.ronet.wsu.edu/Main/Apps/FerpalInfo.ASP>. Each department is responsible to maintain the confidentiality of student records in accordance with FERPA. Questions regarding the access to or release of student records may be referred to the Registrar's Office at 509-335-5346 or registrar@wsu.edu.

Student Care Networks and Cougar Cares

The Student Care Network serves the entire WSU system to provide individualized student support, access to resources, and general student assistance. The Student Care Network is a great resource for faculty, TAs, and others who are concerned about a student's well-being, behavior, or health. If you have concerns about a student's academic performance, or behavior in or out of class, you may make a Student Care Network referral at <https://studentcare.wsu.edu/>. You may also contact the Office of the Dean of Students directly at 509-335-5757 or your campus' [Student Care Team chairperson](#).

Disruptive Student Behavior

Occasionally faculty or teaching assistants will experience disruptive or threatening student behavior. The Dean of Students has compiled guidelines to assist with responding to students who behave in unusual or unpredictable ways and to help with protocol and referral procedures. With adequate preparation beforehand, the chances of disruption may be lessened. Everyone who teaches should be familiar with this information: <https://studentcare.wsu.edu/faculty-staff-resources/recognize/>.

Service/Emotional Support Animal Guidelines (Executive Policy 39)

Please review the University policies on service animals and emotional support animals at: <https://access.wsu.edu/service-animals/>. Pets are not allowed on campus. Emotional support animals are not allowed in public buildings or in classrooms. Trained service animals are allowed in classrooms. If you have questions about animals on campus, please contact the university ADA Coordinator (<https://access.wsu.edu/ada-coordinator/>) and refer to Executive Policy 39 Service and Support Animal Policy found at: <https://access.wsu.edu/service-animals/>.

Policy on Faculty-Student Relationships (Executive Policy 28)

As a matter of sound judgment, faculty, graduate teaching and research assistants, residence hall officers, and other supervisory employees in the University community accept responsibility to avoid any apparent or actual conflict of interest between their professional responsibilities and their personal relationships with students or those whom they supervise, evaluate, or exercise other relationships of power or authority. To ensure that the advising, mentoring, evaluation and supervision of students or subordinates is conducted fairly, romantic or sexual relationships between faculty and students, and supervisors and subordinates are prohibited as set forth in Executive Policy 28.

Academic Policy Reminders Pertaining to Courses

The following are reminders about academic policies intended to create clear communication between faculty and students, and fair and equitable conditions of teaching and learning. The full text of all academic regulations is available at <http://registrar.wsu.edu/academic-regulations>.

Request for Consideration

The Office of the Dean of Students and/or the Office for Compliance and Civil Rights may contact instructors on a student's behalf when the student's involvement in a matter implicating the WSU Policy Prohibiting Discrimination, and Harassment (Executive Policy 15) is having a significant impact on the student's academic progress. In such cases, the instructor is strongly encouraged to work with the student to address the student's needs without compromising learning objectives. It is the responsibility of the student to contact the instructor to make these arrangements.

Students who are dissatisfied with the instructor's arrangement regarding missed work may follow the Academic Complaint Procedures (Academic Regulation 104).

Correction of Grade Errors (Academic Regulation 98)

An instructor may not change a grade after the final grade deadline has passed and grades have posted to the transcript, except to correct a previously submitted grade, or to provide a grade for an I, X, or blank / missing grade.

In the case where a grade is being corrected, the chair of the department is notified when the request is submitted.

Grade changes must be submitted within one year following the end of the term when the course was taught. In extenuating circumstances or when prompted by an academic integrity violation, exceptions to the one-year limit may be considered by request to the Registrar's Office.

Incomplete Grades (Academic Regulation 90)

An incomplete grade should only be given to a student when they have the capacity to successfully complete the remaining coursework in a reasonable amount of time. Justification for an incomplete should be due to an event that was beyond the student's control.

The Provost's Office has reviewed the work of the Student Success Council at WSU Vancouver and feels that their guidance for faculty constitute good practices regarding Incomplete grades. Therefore, our office recommends that instructors complete the following recommended steps prior to and after assigning an Incomplete grade:

- Consider the number of Incompletes requested by a student during the semester.
 - If an Incomplete for another course has been requested, faculty should consider whether a student can feasibly complete multiple incompletes.
- The amount of work that needs to be completed to receive a letter grade should be assessed for feasibility.
 - An Incomplete is not recommended if a significant percent of a course's work is missing.
 - An instructor can assess a student's current grade to determine if work to be completed will result in an overall passing grade before assigning an Incomplete.
- Using the Incomplete Grade Report form, students must be provided (in writing) a clear list of assignments that need to be completed, an expectation for completion, and a reasonable timeline to complete missed assignments.
- Adjunct faculty, temporary faculty, or graduate students should discuss with the Director, Department Chair, or equivalent, their capacity to grade student assignments if their appointment ends that semester. A copy of the Incomplete Grade Report Form and student agreement details must be emailed to the Director, Chair, or equivalent according to Academic Regulation 90.
 - The Director, Chair, or equivalent will assume responsibility if the adjunct faculty, temporary faculty, or graduate student is not available to complete the required work.
- It is recommended that all instructors granting Incompletes send a follow up email after final grades post to a student that covers the following: (1) a check in with the student, (2) ask if they have any questions, and (3) reminds the student of the deadline to complete course assignments.
 - It is recommended that a second email be sent shortly before the agreed upon deadline, if needed.

Final Examinations

The final examination schedule can be found at this site:

<https://registrar.schedule.wsu.edu/exams/final-exams/>. There is a provision for the administration of two- or three-hour final examinations outside the regular class period in a way that minimizes conflicts for students. No regulation requires a final examination and no policy prevents the introduction of new material during closed week. Any departure from Academic Regulation 78 or 79 should have the prior written approval of the college dean.

Three or more in one day (Academic Regulation 77): During final examination week, if the scheduled arrangement results in students having three or more examinations scheduled for any one day, any one of their instructors is authorized to excuse the students from the regularly scheduled examination and give a final examination to the students during the special exams time blocks.

In cases of difficulty in arriving at a solution, students shall refer the matter to the chairpersons of their departments or to their academic advisors.

Preparation Week (Academic Regulation 78): No examinations or quizzes (other than laboratory examinations, make-up examinations and make-up quizzes) may be given during the last week of instruction. Paper-proctored exams given for Global Campus courses can be exempt from this rule when scanning/emailing in this timeframe is not possible.

No Early Examinations (Academic Regulation 79): A student will not be granted special examinations for the purpose of leaving the institution before the close of the semester.

Retention of Final Examinations, Final Projects, and Final Papers (Academic Regulation 93)
Final examinations, final projects, and final papers are university records which must be maintained for one year after the end of the term, unless they are returned directly to the student. Department chairs or directors are responsible for identifying appropriate storage location, which may include the instructor's campus office. Both the chair or the director or their designees and the instructor shall have ready access to these final examinations, final projects, and final papers.

Academic Complaint Procedures (Academic Regulation 104)

A student having complaints about instruction or grading should attempt to resolve those issues directly with the instructor. If that fails, the student should send an email to the instructor using their official WSU email account no later than 20 business days following the end of the semester. This email should briefly outline the complaint and be copied to the chairperson of the academic department.

If the complaint is not resolved with the instructor within 20 business days of sending the email, then the student may work directly with the chairperson of the academic department in which the course is offered. The chair's decision shall be rendered within 20 additional business days.

After the chair's decision, the student or the instructor may appeal to the academic college Dean's Office. Complaints must be presented in writing to the college dean within 20 business days of the chair's decision. The written statement should describe the complaint, indicate how it affects the individual or unit, and include the remedy sought from the college dean. The decision of the college dean is the final step and shall be made within 20 business days.

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At the campuses other than Pullman, the procedure is identical except that the program leader shall substitute for the department chair, and the campus chancellor or his or her designee shall substitute for the college dean, if the department chair and/or the college dean is not located on that campus.

The University Ombuds is available at any point for advice or assistance in resolving academic complaints.

Note: Though chairs and college deans (and program leaders and campus chancellors) may resolve complaints about instruction and grading, they may not change a final grade without the consent of the instructor, except as provided by Rule 105.

Thank you for your attention to these important policies. Best wishes for the academic year, and Go Cougs!

Cc: Kirk H. Schulz, President
Laura Hill, Senior Vice Provost
William B. Davis, Interim Vice Provost for Academic Engagement and
Student Achievement
Jenna Hyatt, Dean of Students
Ellen Taylor, Vice Chancellor of Student Affairs, WSU Pullman
Faculty Senate Executive Leadership
Office of the Ombuds