

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, 2020

The onset of a new academic year is a time of excitement, hope, and aspiration. While I hope it is still all of these things for you, I recognize that it is also the start of a semester unlike any other. This is a time of great concern and challenge for all of us--all faculty, staff, and students. Nevertheless, it is also a good time to acquaint oneself with, or to recall, some key policies. 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://facsen.wsu.edu/education-policy-and-procedure-manual/>).

As recently announced, all of our WSU campuses will employ remote instruction for the Fall 2020 semester. Given the current statewide guidelines limiting gatherings to no more than 10 people for Washington counties in Phase 3, and given the rise in COVID-19 cases in Whitman County and statewide, exceptions will be granted only in limited situations. Please follow the exception process and facilities and use plan for your campus. While this memo primarily addresses regular coursework, policies concerning students working in research facilities falls under the guidance on "Return to Research" found [here](#). **It is critical that all students be supported in their decision or necessity to conduct coursework and research remotely as much as possible.**

I. Remote Instruction: Definitions and Federal Requirements

Courses conducted remotely fall under federal definitions of "distance education." As of July 1, 2020, new federal regulations for distance education came into effect and will be monitored by our accreditor, NWCCU. Below are definitions and guidelines for your remote-learning courses this semester.

Distance and Online Courses

In distance education, the instructor is not in the same physical place as the students. In online education, the course uses resources and pedagogical strategies that facilitate learning outside of the constraints of time (asynchronously). Online courses are designed to ensure that the instructor is engaging with the students in ways that foster and enhance learning, and promote student success. At WSU online courses are offered through the Global Campus, while any of the physical campuses may offer distance courses in various formats.

Regular and Substantive Interaction

The new federal regulations require “regular and substantive interaction” between faculty and students in distance courses as well as online courses.

“**Regular Interaction**” must occur between a student and an instructor or instructors, prior to the student’s completion of a course or competency. It may be accomplished by:

- providing the opportunity for substantive interactions with the student on a predictable and regular basis commensurate with the length of time and the amount of content in the course or competency,
- monitoring the student’s academic engagement and success,
- and ensuring that an instructor is responsible for proactively engaging in substantive interaction with the student when needed, on the basis of such monitoring, or upon request by the student.

“**Substantive Interaction**” entails engaging students in teaching, learning, and assessment, consistent with the content under discussion, and includes at least two of the following:

- providing direct instruction; assessing or providing feedback on a student’s coursework,
- providing information or responding to questions about the content of a course or competency,
- facilitating a group discussion regarding the content of a course or competency,
- or other instructional activities approved by the institution’s or program’s accrediting agency.

Synchronous and Asynchronous Activities in Distance Courses

In order to meet both criteria (regular and substantive interaction), instructors of distance courses must provide regular synchronous learning opportunities for students. WSU recognizes that many students taking courses this fall will have access issues or obligations that make meeting a full synchronous pattern of five courses very difficult, if not impossible. Not all scheduled hours of a distance course need be conducted synchronously, as long as some of them are. For example, the course might meet synchronously one or two times a week, with the other time structured in asynchronous activities. The expectation is that faculty are engaging with students in the course space as frequently as they would be meeting with students in classrooms, even though it may not all be happening in real time.

The synchronous component of a course must take place during the meeting pattern stated in the Schedule of Classes. While the specific nature of synchronous opportunities will necessarily vary, merely offering open office hours is not sufficient to conform to the regulation.

Where the needs of the students (in different time zones, perhaps) dictate a departure from the scheduled meeting pattern for the synchronous component, a class contract signed by all stating the agreement about a new synchronous time will protect both the instructor and the students from conflicts and miscommunications.

Synchronous activities should be recorded (zoom, Panopto) for students who are quarantining or ill, or encounter other challenges related to the context of the pandemic (see below on Fall 2020 COVID-19 absence guidance).

II. Course Syllabus Required Elements

The instructor(s) of each course shall make available to enrolled students a course syllabus which should (a) be presented during the first week of class, (b) contain expected student learning outcomes, and (c) include information about the method(s) to be used for evaluation of student progress and determination of grades. The university, college or academic unit may, in published policies, specify additional information to be included in course syllabi. [*Educational Policies and Procedures Manual*, approved by Faculty Senate 2/14/13].

For Fall 2020, such additional information includes the need to specify the expectations for synchronous vs. asynchronous activities in the course, including how frequently and when students are meeting synchronously with the instructor.

Please review required and recommended syllabus elements at: <https://syllabus.wsu.edu/>. There are new syllabus elements related to COVID-19 and discrimination and harassment, as well as some revisions to previous syllabus elements.

1. Course-Related Required Elements

Please ensure that your syllabi explicitly state the student learning outcomes to be achieved.

1. Course Logistics
2. Instructor Information
3. Required or Recommended Materials and Course Fees
4. Student Learning Outcomes and Assessment
5. Expectations for Student Effort
6. Assignments, Assessments, and Grading Policy

2. State, Federal, and/or WSU Policy-Related Required Statements

1. Reasonable Accommodation Statement
2. Academic Integrity Statement
3. COVID-19 Policy Statement
4. Statement on Discrimination and Harassment
5. Attendance and Make-Up Statement
6. Religious Accommodation

III. Additional Information about the Required Policy Statements

1. Reasonable Accommodation

Campus Syllabus Statement – Fall 2020

Students with Disabilities: Reasonable accommodations are available for students with documented disabilities or chronic medical conditions. If you have a disability and need accommodations to fully participate in this class, please visit your campus Access Center website (websites listed below) to follow published procedures to request accommodations. Students may also call or email the Access Center to schedule an appointment with an Access Advisor. All disability related accommodations are to be approved through the Access Center. It is a university expectation that students with approved accommodations visit with instructors (via email or Zoom) within two weeks of requesting their accommodations to discuss logistics.

WSU Online Course Syllabus Statement – Fall 2020

Reasonable accommodations to reduce/eliminate barriers in the learning environment are available in online classes for students with a documented disability/chronic medical condition. All accommodations must be approved through your WSU Disability Services office. If you have a disability and need accommodations, we recommend you begin the process as soon as possible. It is a university expectation that students with approved accommodations visit with instructors (via email or Zoom) within two weeks of requesting their accommodations to discuss logistics.

For more information contact a Disability Specialist on your home campus:

- Pullman or WSU Online: 509-335-3417 <http://accesscenter.wsu.edu>, Access.Center@wsu.edu
- Spokane: <https://spokane.wsu.edu/studentaffairs/access-resources/>
- Tri-Cities: <http://www.tricity.wsu.edu/disability/>
- Vancouver: 360-546-9138; <https://studentaffairs.vancouver.wsu.edu/student-wellness-center/access-center>

2. Academic Integrity Policy

Washington State University, a community dedicated to the advancement of knowledge, expects all students to behave in a manner consistent with its high standards of scholarship and conduct. Students are expected to uphold these standards both on and off campus and acknowledge the university's authority to take disciplinary action. The purpose of these standards and processes is to educate students and protect the welfare of the community.

University instructors have the authority to intervene in all situations where students are suspected of academic dishonesty. In such instances, responsible instructors retain the authority to assign grades to students considering, from an academic standpoint, the nature of the student action. The consequences for such actions should be spelled out beforehand in the syllabus. More information regarding responding to academic integrity violations can be found at: <https://communitystandards.wsu.edu/>.

Feel free to contact the Center for Community Standards if you would like more specific information about the process. Contact information for each campus can be found at: (<https://communitystandards.wsu.edu/contacts-by-campus/>).

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

3. 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 Civil Rights Compliance & Investigation (CRCI) and/or the WSU Title IX Coordinator at 509-335-8288 to discuss resources, including confidential resources, and reporting options. (Visit crci.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 CRCI or a designated Title IX Coordinator or Liaison. Visit <https://crci.wsu.edu/reporting-requirements/> for more information.

4. Class Attendance and Absences

COVID-19-Related Absences

(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.

During the fall semester it is likely that some students will be required to quarantine or will fall ill for an extended period. Many students will also have challenges related to access to technology and internet or quiet spaces to attend a remote class. Faculty should exercise understanding and generosity in responding to students' requests to keep up with the coursework or make up missed work. It is the expectation of the Provost's Office that instructors will reasonably accommodate students who are absent for an extended period. Regularly using Panopto or recording zoom sessions will assist students in keeping up with the course. "Reasonably accommodate" means coordinating with the student on scheduling examinations or other activities necessary for completing course requirements and includes offering different times for examinations or activities. Instructors may determine that the missed work

and/or class time is so extensive that the student cannot make it up without taking an Incomplete grade. Students have one year to complete the work, unless a shorter interval is specified by the instructor. The Incomplete grade will administratively convert to an F grade after one year. There are no extensions beyond the one year.

- *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, both in the classroom and on 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 and make arrangements for any missed work. Missing class meetings may result in reducing the overall grade in the class.
- *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 course work 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.

- *University Sponsored Absences*
Any student who is required to participate in 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. It is recommended, but not required, that a student not be penalized for absence from class provided a properly signed Class Absence Request 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.
- *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. In such a case, instructors must not penalize students for the absences and should 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.
- *Flexible Attendance as an Access Accommodation (Academic Regulation 72)*
- 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. NOTE: The Access Center does not provide accommodations for acute illnesses that cause extended absences (e.g., mono, strep throat, conjunctivitis). In these cases, students are to work with their instructors as indicated under c.6. Other Absences.
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- *Other Absences (additional guidance regarding COVID-19 will be forthcoming)*
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 health care professionals.

As long as such 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 this policy (e.g., by providing an instructor with false information) may be referred to the Center for Community Standards for disciplinary action.

5. Accommodation for Absence Due to Religious Observances (See also *Academic Regulation 72*)

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 course work 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.

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 course work 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 Ombudsman 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.

6. 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.

IV. Important Reminders

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 the students' academic freedom."

We also want to emphasize the importance of protecting freedom of expression in the classroom. Section IIB of the *Faculty Manual* (page 15) 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."

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 Civil Rights Compliance and Investigation (formerly Office of Equal Opportunity) at 509-335-8288 or crci@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.

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/FerpaInfo.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 Networks (Everett, Pullman, Vancouver, Spokane, Global) and Cougar Cares (Tri-Cities) networks are a resource for faculty, TAs, and others who are concerned about a student's well-being, behavior, or health. If you are worried about a student's academic performance, or behavior in or out of class, you may send an AWARE Network report at <https://studentcare.wsu.edu/> or use the relevant campus forms for [Tri-Cities](#) and [Everett](#). You may also contact the Dean of Students (Pullman) directly at 509-335-5757 or your local student affairs office.

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/types-of-concerning-behavior/>.

Service/Emotional Support Animal Guidelines (Executive Policy 39)

Please review the university policies on service animal 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 Police 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 this policy.

V. 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 rules is available at: <http://registrar.wsu.edu/academic-regulations>.

Request for Consideration

The Office of the Dean of Students and/or the Office for Civil Rights Compliance and Investigation 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 it has been filed with the Registrar, except in the case of clerical error, which the instructor may correct by so certifying to the Registrar. Such change must be approved (signature required) by the chairperson of the department in which the course was offered. Grade corrections must be processed within one year of the end of the term for which the original grade was given. In extenuating circumstances, or when prompted by an academic integrity violation, exceptions to the one-year limit for correction of grade errors may be considered by petition to the Registrar's Office.

Final Examinations

The final examination schedule provides 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 rule 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.

Closed 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 are exempt from this rule, only if scanning and emailing the completed exam is not possible due to lack of equipment or infrastructure.

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)

Instructional faculty, chairs, deans and students should be thoroughly familiar with academic complaint procedures.

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 his or her 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. 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 Ombudsman is available at any stage for advice or assistance in resolving academic complaints.

Note: Though chairs and deans (and academic area coordinators 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.

Cc: Kirk H. Schulz, President
Laura Griner Hill, Vice Provost for Faculty Development and Affairs
Mary Wack, Vice Provost for Academic Engagement and
Student Achievement
Asif Chaudhry, Vice President, International Programs
Dave Cillay, Chancellor, WSU Global Campus
Mary Jo Gonzales, Vice President of Student Affairs
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