

**MINNESOTA STATE COLLEGES AND UNIVERSITIES
BOARD OF TRUSTEES**

Agenda Item Summary Sheet

Committee: Academic and Student Affairs

Date of Meeting: June 21, 2011

Agenda Item: Proposed Amendment to Policy 3.8 Student Complaints and Grievances

Proposed
Policy Change

Approvals
Required by
Policy

Other
Approvals

Monitoring

Information

Cite policy requirement, or explain why item is on the Board agenda:

Policy amendments require Board action.

Scheduled Presenter(s):

Scott Olson
Mike López

Outline of Key Points/Policy Issues:

The proposed amendment brings the system into compliance with recently passed federal regulations tied to Title IV program participation.

**BOARD OF TRUSTEES
MINNESOTA STATE COLLEGES AND UNIVERSITIES**

FIRST READING

**PROPOSED AMENDMENT TO
POLICY 3.8 STUDENT COMPLAINTS AND GRIEVANCES**

BACKGROUND

The United States Department of Education has adopted a new set of regulations, termed the “program integrity” rules, pertaining to participation in Title IV programs. Part of the new regulations require a state to have a “complaint process” that is independent of a particular institution and that allows students and parents to raise three substantive types of complaints: (1) violations of state consumer protection laws; (2) violations of state laws or rules relating to licensure of postsecondary institutions; and (3) complaints relating to the quality of education. According to the regulations the governing board or central office of a State-wide system of public institutions is sufficiently independent to provide successful oversight of complaints for the institutions in that system. The proposed amendment meets these requirements through existing Board Policy 3.8 (and a related amendment to System Procedure 3.8.1) as modified to address the required substantive elements of the process.

The proposed amendment has been sent out for system-wide review and comment and has been reviewed and approved by the Academic and Student Affairs Policy Council.

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MINNESOTA STATE COLLEGES AND UNIVERSITIES**

FIRST READING

**PROPOSED AMENDMENT TO
BOARD POLICY 3.8 STUDENT COMPLAINTS AND GRIEVANCES**

3.8 Student Complaints and Grievances

Part 1. General Statement of Policy. A student has the right to seek a remedy for a dispute or disagreement, including issues of institutional or program quality such as an institution's compliance with the standards of an accrediting agency, or a claim of consumer fraud or deceptive trade practices, through a designated complaint or grievance procedure. Each college and university shall establish procedures, in consultation with student representatives and others, for handling complaints and grievances. These procedures shall not substitute for other grievance procedures specific in board, college, or university policies or procedures, regulations or negotiated agreements. This policy does not apply to academic grade disputes. Grade appeals must be handled under a separate college/university academic policy.

Part 2. Procedures. The chancellor shall establish procedures to implement this policy. The student grievance policy and procedures of colleges and universities shall comply with Policy 3.8 and Procedure 3.8.1.

Related Documents:

- [Procedure 3.8.1 Student Complaints and Grievances](#)

Policy History:

Date of Adoption: 6/20/95,

Date of Implementation: 7/01/95,

Date & Subject of Revisions:

12/7/05 - Amended title. Deleted part 1 Definitions, deleted part 3 Notification and Publication, deleted part 4 Complaints, deleted part 5 Grievances. Language was added to clarify that grade appeals are not to be handled through the grievance policy.

There is no additional HISTORY for policy 3.8.