Complaints and Concerns
Students, who have complaints or concerns about a classroom course or clinical experience, will follow the appropriate channels of communication in both clinical and academic situations.

The student will:

1. Meet initially with the course and/or clinical instructor and discuss the complaint fully. If the matter remains unresolved, the student will meet with school officials in the following sequence:

2. The Director of Graduate (MSN) Program-Associate Dean of Graduate Nursing
3. The Dean of the Breen School of Nursing

In order for the Dean to evaluate the situation in an effective and productive manner, the student will:

1. Review all policies outlined in the current editions of three references, the Ursuline College Student Handbook, the Ursuline College Graduate Handbook and the Breen School of Nursing MSN Student Handbook.

2. Present the complaint to Dean in a formal letter fully describing the situation (with dates, times, persons involved, and other pertinent details outlined). The student will also summarize outcomes of the meetings with the instructor/course coordinator/MSN program director, and the student will forward, to the Dean, materials pertinent and appropriate to the case (syllabus, assignments, tests, copies of emails and other communications with the faculty member that are relevant to the case).

3. The Dean will review the student’s letter, plus all materials submitted, and will consult with the course/clinical instructor, and with the Director of the Graduate (MSN) Program.

4. The Dean will then contact the student for determining the most appropriate, effective, and productive resolution of the student’s issue(s). A meeting between the Dean, the student, and relevant school officials may be scheduled.

Formal Academic Appeals Process
Students who wish to make a formal academic appeal will review all policies outlined in the current editions of three references, the Ursuline College Graduate Student Handbook, the Ursuline College Catalog, and the Breen School of Nursing MSN Handbook.

The policies state that the student will:

1. Consult first with the course instructor within one month after the end of the semester in which the grievance occurred. The purpose of this consultation is to determine if an error was made in computing or recoding the grade and/or to review other circumstances related to the grievance. If the grievance is not resolved at this point, the student will then:

2. Present the grievance to the Dean of the Breen School of Nursing, in a formal letter fully describing the grieved situation (with dates, times, persons involved, and other pertinent details outlined), the purpose of the appeal, and expectations regarding the results of the appeal. This step must be taken within two weeks of the student’s initial contact with the instructor.

At the same time, the student will also forward the relevant materials for the Dean’s review, such as:
   a. Syllabus for the course in question
   b. Descriptions of assignments and tests if not in syllabus
   c. Graded assignments with feedback from professor
   d. Graded tests
   e. Copies of relevant emails and other written communications between the student and the instructor/professor.

3. The Dean will then meet with the student to review these materials. Again, this step must be taken within two weeks of the student’s initial contact with the instructor.

4. After meeting with the student individually and hearing his/her explanation of the grievance, the Dean may summon the course/clinical instructor into the meeting to provide additional information about the issue.

5. The Dean will write a letter of recommendation to the student, with a copy sent to the Office of Academic Affairs.