

Academic Disputes Policy

A student with a PSR academic dispute should first contact the instructor in writing regarding the concern. If the student wishes to appeal the instructor's decision, he or she should bring the matter to the Assistant Dean for Academic Programs & Registrar. This phase of consultation may involve information gathering from involved parties, an attempt at a resolution, and the student may be advised to submit an Academic Petition form with relevant supporting documentation if needed. If the dispute is not resolved during this phase, or if the student is not satisfied with the decision of the Assistant Dean & Registrar, then the petition, supporting materials which include efforts to resolve the dispute, and any additional documentation the student wishes to provide will be forwarded to the Dean, who will determine to either pass on to an Academic Committee or the Faculty for deliberation. The decision of the Committee or Faculty is final. The student will be informed of the decision by the Dean's Office.

Academic disputes that are not related to a specific course or instructor should also be taken directly to the Assistant Dean for Academic Programs & Registrar, and a similar procedure of petitioning as described above may be implemented.

Grade disputes must be submitted in writing to the Assistant Dean for Academic Programs & Registrar within six months of the date the final grade is posted. Students are responsible for checking their grades online and when they are posted. Disputes after six months of posting will not be considered except in the case of clerical and/or instructor error. This time limit does not apply to grades of "I" (incomplete).

GTU Consortial Agreement Concerning Protocols for Responding to Student Complaints

Cross-registration of students in courses within the consortium is a valuable feature of the Graduate Theological Union. The GTU and all the member schools are committed to ensuring that students have appropriate recourse in the event that they have a complaint about some aspect of their experience while taking courses at a school other than their own. The following protocol is to be followed in any such cases, including but not limited to complaints concerning unfair discrimination, cultural insensitivity, sexual harassment, and disputes over grades and other forms of academic evaluation.

1. Each school of the GTU is committed to giving students from all other schools access to its normal complaint process whenever they are taking courses or studying with faculty at the host school.

2. Students are encouraged to attempt to resolve the complaint directly by raising the issue with the individual at the host school whose conduct is the focus of the complaint.
3. If the matter cannot be resolved directly, the student should bring the complaint to the attention of the dean of the student's own school.
4. The dean of the student's school will then contact the dean of the host school in order to help the student determine which policies and procedures at the host school are relevant in the situation.
5. The normal policies and procedures of the host school will be followed, with the added proviso that the dean of the student's school will be kept informed of the progress made in addressing the complaint.
6. At the conclusion of the complaint resolution process, the dean of the host school will report the outcome in writing to both the student and the dean of the student's school.

Approved by the Council of Deans, April 2010

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