

Academic Grievance Procedures for Students Enrolled in Advanced Dental Education Programs at the School of Dentistry

The new policies apply to students enrolled in the following Advanced Dental Education Programs as of July 2008:

Advanced Education in General Dentistry	Advanced Education in Pediatric Dentistry
Advanced Education in Restorative Dentistry	Advanced Education in Orthodontics
Advanced Education in Periodontics	Advanced Education in Endodontics
Advanced Education in Prosthodontics	

This document describes procedures to be used by students enrolled in advanced dental education programs in the School of Dentistry for resolving academically related complaints or grievances. The School of Dentistry upholds the principle that the instructor in a course is always in the best position to determine the quality of students' work. The School also has confidence in the qualifications and good judgment of its faculty. It must be understood, however, that only the instructor of a course can determine the substantive value of a student's performance in that course. The Academic Grievance Procedures are not designed to provide a second review of the quality of the work submitted instead they are designed to address complaints that an instructor did not fairly evaluate a student's work. Where it can be demonstrated that a clerical error, a procedural fault, or a capricious or biased appraisal has resulted in the awarding of an unfair grade, the School is committed to correcting the error.

Accordingly, a dispute about a minor imprecision in grading, such as between a B- and B, normally will not be considered an appropriate grievance.

These procedures are available for the review of grievances concerning academic matters, including but not limited to:

1. All aspects of the degree/certificate process involving grading, evaluation, or status;
2. Alleged unprofessional conduct toward students;
3. Alleged unfair or discriminatory treatment of students;

These procedures may not be used to adjudicate matters of advanced dental education student academic misconduct and/or violations of academic integrity policies. Applicable processes to address academic misconduct and/or violations of academic integrity policies are described in another document entitled, "The University of Michigan School of Dentistry Honor System Policy for Students Enrolled in Advanced Dental Education Programs."

Procedures for Resolving Academic Grievances by an Advanced Dental Education Student/Resident

Any advanced dental education student/resident an academic complaint or a complaint of unfair treatment should seek to resolve the problem as follows:

1. You should discuss the problem or complaint with the involved faculty member.
2. If the problem is not settled satisfactorily through informal discussion with the involved faculty member, submit a written complaint to the director of the graduate program in which you are enrolled.
3. If the problem is not resolved by the program director, you should submit a written complaint that outlines your efforts at resolution with the faculty member and your graduate program director to the Director of Graduate Programs.
4. If the problem is not resolved by the Director of Graduate Programs, you should submit a written complaint that outlines your efforts at resolution with the faculty member, graduate program director, and Director of Graduate Programs to the Dean of the School of Dentistry. The matter will be referred to the Executive Committee of the School of Dentistry for a hearing of the grievance.
 - a. You will be given notice of the date, place, time, and general format of the hearing reasonably prior to the hearing. The Executive Committee may request that the involved faculty member, the program director, the Director of Graduate Programs or others be present at the hearing to present information relevant to the grievance.
 - b. You will have an opportunity to present your point of view and may be accompanied by a personal advisor of your choice who may be an attorney. The advisor may not participate directly in the proceedings, but may advise you. A tape recording of the hearing will be maintained by the School.
 - c. Within a reasonable period of time, the Executive Committee will provide a written statement of its decisions to all parties.

The decision of the Executive Committee is final. There is no appeal.

Advanced Dental Education Program Responsibilities: Performance evaluations of graduate students/residents

1. Each advanced dental education program has the discretion to set its own academic standards, grading procedures, curriculum, examination procedures, and requirements for advancement in and completion of the program. The relevant standards, grading procedures, curriculum and requirements for advancement/completion will be provided to advanced dental education students at the time of their enrollment in an advanced dental education program.

2. All advanced dental education programs will review resident/graduate student performance at the end of the first term of enrollment, and biannually thereafter. The program director will develop a written summary of the outcome of each student's performance review and provide a copy to the student. The written summary must describe any performance deficiencies noted at the review, detail the remedial work necessary to correct the deficiency, and must specify a timeline for remediation of the deficiency. Assessments of performance and progress may include, but are not limited to: grades in didactic courses, assessments of clinical performance, assessments of communication skills and interactions with patients, faculty and peers, assessments of the quality of research performed, and review of other types of faculty feedback related to performance.

Change in Graduate Student/Resident Status in an Advanced Dental Education Program up to and including Dismissal from the Program

1. Advanced dental education students notified of a performance deficiency in writing, must be provided an opportunity to remediate the deficiency. Failure of an advanced dental education student to successfully complete a remediation program may result in dismissal from the program. Unsatisfactory evaluations or progress in an advanced education program are grounds for dismissal from the program.
2. If a program director decides to dismiss a graduate student/resident from an advanced education program based on unsatisfactory performance or progress, the program director must notify the student in writing with a copy to the Associate Dean for Academic Affairs. The dismissal will be effective immediately. The letter must contain the following; a) reason(s) for dismissal, b) effective date of the dismissal, and c) process for appeal of the decision.

Procedure for Appealing Dismissal from an Advanced Dental Education Program

1. A student/resident may appeal a decision for dismissal from an advanced dental education program. The student/resident should make the appeal in writing to the Director of Graduate Programs within 10 working days of having received written notification of the dismissal.
2. The Director of Graduate Programs will forward the appeal to the Chair of the Department for review. The Department Chair will review the appeal and notify the student/resident of his/her decision within 10 working days of having received written notification of the appeal. If the Department Chair upholds the dismissal, the student may submit his/her appeal to the Executive Committee of the School of Dentistry for a hearing.

Hearing process:

The Executive Committee is responsible for arranging for a hearing on an appeal within 10 working days after receiving the appeal. In such cases where this is not possible, the hearing will take place as soon as practical.

- a. The Executive Committee may request information on student performance from the program director and request that the program director, other program faculty, and others be present at the appeal hearing to present information relevant to the appeal.
- b. All documents to be used as evidence in the hearing, by the student appealing and by the program, must be submitted to the Executive Committee five working days prior to the hearing.
- b. The student may be accompanied at the appeal hearing by a personal advisor, who may be an attorney. The advisor may not participate directly in the proceedings, but may only advise the student/resident.
- c. The appeal hearing will be closed to the public and will be recorded. The Executive Committee will deliberate in private.
- d. The Executive Committee will issue its written determination of the appeal to the respondent, program director, the Director of Graduate Programs, the Department Chair, and the Associate Dean for Academic Affairs within 10 business days. The decision of the Executive Committee is final.

Approved by the governing faculty on September 30, 2008.