

Student Rights, Grievances, Complaints, and Concerns

Mistreatment in the Learning Environment

An appropriate student learning environment should foster professional growth, support academic achievement, and encourage the attainment of educational goals. CUSM is committed to maintaining an environment where there is mutual respect among students, staff, faculty, and peers. Examples of inappropriate behavior are:

1. Physical contact, including any physical mistreatment or assaults such as hitting, slapping, kicking, throwing objects or threats of the same nature
2. Verbal abuse (attack in words, or speaking insultingly, harshly)
3. Comments and jokes of stereotypic or ethnic connotation, visual harassment (display of derogatory cartoons, drawings or posters)
4. Inappropriate or unprofessional conduct that is unwarranted and reasonably interpreted to be demeaning or offensive
5. Requiring a student to perform tasks intended to humiliate, control, or intimidate the student
6. Unreasonable requests for a student to perform personal services
7. Grading or assigning tasks used to punish a student rather than to evaluate or improve performance
8. Purposeful neglect or exclusion from learning opportunities as means of punishment
9. Disregard for student safety
10. Being denied opportunities for training because of gender, race/ethnicity, or sexual orientation
11. Sexual assault or other acts of sexual violence*
12. Sexual harassment*
13. Being subjected to offensive remarks/names directed at you based on gender, race/ethnicity, or sexual orientation*
14. Receiving lower grades or evaluation based on gender, race/ethnicity, or sexual orientation.
15. Sexual connections between two people when one of them has any expert obligation regarding another's scholarly performance or professional future

* For sexual misconduct matters, follow the procedure described in the Policy on Sexual Misconduct.

Resolving Mistreatment Issues

Students who experience mistreatment or observe others experiencing mistreatment are encouraged to address the issue immediately. For sexual misconduct matters, follow the procedure described in the Policy on Sexual Misconduct. Students have the option of dealing with other types of mistreatment informally or formally.

1. Informal Resolution – Whenever possible, it is preferred that students who believe they have been mistreated or those who have witnessed others being mistreated, discuss and

attempt to resolve the matter with the alleged offender. It is well recognized that this may not always be a comfortable or viable approach.

2. Formal Resolution – Students formally can report inappropriate behavior in a number of ways and are encouraged to use the process most comfortable for their particular circumstance.
 - a. Raise concerns personally to one of the following individuals: administrative deans for education and student affairs, student’s academic advisor, Course/Clerkship Director, Department Chair, or faculty member. In short, there is no wrong door.
 - b. Submit a named or anonymous report to the Student Academic Standards and Promotion Committee through the Associate Dean of Student Affairs and Admissions.

Note: Students who are requesting complete anonymity should be made aware that doing so may interfere with CUSM’s ability to investigate the concern and their ability to receive information about the follow-up investigation.

3. Responding to Concerns of Mistreatment:
 - a. Every effort will be made to respond to concerns of mistreatment in a timely and professional manner to minimize the risk of harm and retaliation. The level of corrective response is in the hands of the student whose confidentiality at this first stage is nearly absolute until the student says otherwise; the listener's role is only to help the student think through his/her concerns. If given permission from the student, the complaint will be fully investigated, and measures will be taken to reach an appropriate resolution. Except in cases of an anonymous complaint, students will be provided with clear and timely feedback concerning the status and resolution of their complaint.
 - b. The Associate Dean of Student Affairs and Admissions will provide a de-identified annual summary of reported mistreatment concerns to the Dean of the school. The Dean will present this annual review for discussion and comment by the department heads.
 - c. Aggregate and de-identified data on mistreatment reports will be presented to Student Academic Standards and Promotion Committee twice annually by the Associate Dean of Student Affairs and Admissions. If serious or repeated concerns are identified, the Associate Dean of Student Affairs and Admissions will bring reports to the Student Academic Standards and Promotion Committee as needed.

Note: Reports will be created within the constraints of the Crime Awareness and Campus Security Act. This is a federal law that requires school officials who have significant responsibility for student and campus activities (except mental health and religious counselors) to report certain (mostly assault) crimes. The law does not require naming anyone involved, but only supplying enough information to Security to allow verification of the crime and its location at the University.

4. No Retaliation Policy: CUSM policies strictly forbid discrimination or retaliation against any community member who reports, in good faith, any instances of conduct that do not comply or appear not to comply with federal or state laws and regulations or local policies and procedures. Those reporting inappropriate behavior have the right to remain anonymous and to use confidential mechanisms to disclose non-compliant activity without fear of retaliation. Individuals who believe that they are experiencing retaliation are

strongly encouraged to contact the school's administrative dean for education or student affairs, so that the situation can be addressed immediately.