

**COLLEGE OF ARTS AND SCIENCES
ADVISING COMPLAINT PROCEDURE FOR UNDERGRADUATE STUDENTS**

The Appeals Process

Undergraduate students wishing to file a complaint about advising-related issues must follow the step-by-step process. (Graduate students should contact the Graduate School for procedures.)

1. A student must first contact the advisor to discuss the complaint.
2. If the complaint cannot be resolved with the advisor, the student may then file a written complaint and the remedy sought by the last day of the semester following the term in which the complaint arose (excluding summer term), with the chairperson of the advisor's department. In the case of Division advisors serving more than one department, the student must communicate with the chairperson of the program for which he/she is being advised.
3. The department chair shall render a decision and notify the student and the advisor within 20 business days.

Appealing the Chair's Decision to the College

The student may appeal an unfavorable decision by the department chair by writing to the *College of Arts and Sciences dean's* office within 20 business days of receiving the department chair's decision. The advisor has a similar appeal option. The student shall provide a written statement to the associate dean that includes:

1. Student name and contact information, including a USPS mailing address and current email address.
2. Name and department affiliation of the advisor involved in the complaint.
3. Major, date of certification.
4. A written statement describing a) the complaint, b) how it affects the individual or unit, if applicable, and c) the remedy being sought from the dean.

Upon receiving the student appeal and verifying that the student has followed the College of Arts and Sciences' Advising Complaint Procedure, the associate dean may request additional information. The student should be prepared to provide COPIES (student should retain all original documents) of:

5. ALL written communication (including email) between the student and advisor and between the student and department chair, including the decisions of the advisor and department chair regarding the complaint.

Students may submit advising appeals in person in Thompson Hall 309 or through USPS delivery to: Associate Dean for Student Affairs, College of Arts and Sciences, Washington State University, P.O. Box 642630, Pullman, WA 99164-2630.

The Decision of the Associate Dean

6. The Associate Dean will consult with the Advising System Director and/or the Dean, to resolve the problem. After reviewing the appeal and supporting material, the associate dean will provide a written decision to the student, advisor, and department chair within 20 business days of the date the appeal was filed with the dean's office.
7. The University Ombudsman is available at any stage for advice or assistance in resolving advising complaints.
8. A record of the decision and related materials will be retained at the College of Arts and Sciences' dean's office in accordance with university records regulations.

- *Mentoring complaints must be directed to the chairperson of the department or his/her designee, unless the department has a different procedure in place.*
- *For complaints regarding instruction or grading, follow instructions for Academic Regulation 104.*
- *For petitions on Academic Calendar Deadlines, follow instructions for Academic Regulation 57.*
- *For petitions regarding Graduation Requirements, follow instructions for Academic Regulation 109.*

NOTE: Please, do take into account Academic Regulation 108 on Student Responsibility for Graduation:

The student has the ultimate responsibility for meeting all graduation requirements. The student plans the program of study each semester in consultation with the advisor. The degree requirements listed in the catalog and in the advisement report are binding. Colleges may substitute or waive college-level requirements for individual students. Departments may substitute or waive departmental requirements for individual students.

For any questions, please contact:

Tom Whitacre
Director of Advising
Associate Director, General Studies and Advising Center
College of Arts and Sciences
Washington State University
P. O. Box 642512
Pullman, WA 99164-2512

(509) 335-8731
twhitacre@wsu.edu
www.libarts.wsu.edu/genstudies

CLA Advising System
Procedure for Student Complaints on Advising Issue
(Original)

In compliance with Academic Regulation 104 on “Academic Complaint Procedures,” we have designed the following policy for addressing students’ complaints about advising issues in the College of Liberal Arts. This policy shall be included in the Advising Syllabus of each program, and in the Advising website: *Students having complaints about advising should refer them first to the advisor, preferably in writing. If the complaint is not resolved, then the student may refer the complaint and remedy sought, in writing, to the chairperson of the department to which the advisor reports. In the case of Division advisors serving more than one department, the student must communicate with the chairperson of the program for which he/she is being advised. The chair’s decision shall be rendered within 20 business days. After the chair’s decision, the student or advisor may appeal to the Dean’s office. Complaints must be presented in writing to the Associate Dean for Student Affairs within 20 business days of the chair’s decision. The written statement should describe the complaint, indicate how it affects the individual (or unit, if applicable), and include the remedy sought from the Dean’s office. The Associate Dean will consult with the Advising System Director and/or the Dean, to resolve the problem. The decision from the Dean’s office is the final step and shall be made within 20 business days. The University Ombudsman is available at any stage for advice or assistance in resolving advising complaints.*

Mentoring complaints must be directed to the chairperson of the department or his/her designee, unless the department has a different procedure in place.

For complaints regarding instruction or grading, follow instructions for Academic Regulation 104.

For petitions on Academic Calendar Deadlines, follow instructions for Academic Regulation 57.

For petitions regarding Graduation Requirements, follow instructions for Academic Regulation 109.

Edited until further notice:

At WSU Spokane, Tri-Cities and Vancouver, the procedure is identical except that the academic area coordinator shall substitute for the department chair and the campus dean shall substitute for the college dean.