

Process for Student Complaints

Policies for Student Complaints

- All student complaints are taken seriously and all appropriate actions are taken to resolve the issue, within unit policy and university policy guidelines.
- When appropriate, students are referred to university resources, such as the Disabilities Office, Counseling Service, Writing Center, or the Student Complaint System of the university.
- The Student Affairs Committee considers emerging issues or areas that need additional policy initiation or clarification and recommends policy to the unit for approval (see attached Student Affairs Committee Report 2013-2014).

Procedure

- If a student has a course or faculty related problem, the student must first contact that faculty member to see if resolution can be achieved at that level.
- If the problem is not resolved, the student may visit the unit's Office of Student Affairs.
- If the problem is not resolved and the student is still concerned, he/she may visit the Student Complaint System, which is available to all students, staff and faculty members to address academic or non-academic matters. Information on this resource may be found at: <http://www.qu.edu.qa/students/services/student-complaint-system/index.php>

The unit uses a formal form called *Assistant Dean for Student Affairs Visit Report* to provide data that may be used to track and to analyze candidates' visits. It includes the following:

- Student name, ID, Major and mobile number
- Subject of the complaint
- Action taken as a result of this visit
- If the problem was resolved and how
- Any other comments

At the end of each semester, the unit collects these forms and analyzes the data in order to evaluate the system and develop its services.

كلية التربية
Collage of Education

تقرير زيارة مكتب مساعد العميد لشؤون الطلبة

Assistant Dean for Student Affairs Visit Report



Student Name:	اسم الطالب :
ID:	رقم القيد :
College:.....	الكلية :
Major:.....	التخصص :
Mobil Number:.....	رقم التليفون:

- Subject:

● الموضوع:

.....
.....
.....
.....
.....
.....

- What action was taken as a result of this visit?

● ما الإجراءات التي تم اتخاذها نتيجة لهذه الزيارة؟

.....
.....
.....

- Has the problem been resolved?

● هل تم حل المشكلة؟

NO / لا ()

Yes / نعم ()

: Why/ ولماذا

.....
.....

Other comments?

ملاحظات أخرى؟

Assistant Dean for Student Affairs Office Visits Report (2013-2014)

Number of Students	Reasons for Visiting	Were the Students Satisfied by the action taken by Assistant Dean for Student Affairs Office
4	Course equivalency request	Yes
3	Change final grade requests (mistake)	Yes
2	Exam time conflict	Yes
3	Change term catalogue	Yes
2	Incomplete grade change	Yes
4	Her attendance was low so she needed the instructor to accept her sick leave.	No. The instructor refused as the student had exceeded the 25% of class absences and by university policy cannot receive credit for the course.
3	Sick leave request	Yes
4	Complaint about an instructor	Yes
50	Complaint about the Early Childhood and Arabic Studies concentrations having small capacities.	No. Concentration numbers are limited by faculty capacity levels.

College of Education
Student Affairs Committee Report
Academic Year 2013-2014

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➤ **The College of Education Student Affairs Committee**

The Students Affairs Committee (SAC) was developed with the purpose to discuss and make decisions related to student related issues, such as students' academic and non-academic- violations, in the College of Education (CED).

➤ **Committee members**

	Faculty Name	E-mail	Office Phone No.
Chair	Ms. Reem Khalid	r.khalid@qu.edu.qa	44035442
Members	Dr. Ghadnana Al Bin Ali	ghadnana.saeed@qu.edu.qa	44035133
	Dr. Fathi Mahmoud Saleh	fathi@qu.edu.qa	44035202
	Ms. Manal Al-Kaabi	manal@qu.edu.qa	44035114

➤ **CED Student Affairs Committee Vision, Mission, and Objectives**

The SSC vision and mission were developed to be aligned with the vision and mission of Qatar University and VP for Student Affairs.

➤ **VP for Student Affairs Responsibilities**

Review and discuss student related issues before referring the matter to the Vice President and Chief Academic Officer for final approval.

- Committee recommends its findings and reports to Vice President for Student Affairs.
- Committee meets upon the request of Vice President for Student Affairs.
- Committee holds several meetings in the semester.

➤ **CED Student Affairs Committee Objectives**

1. Coordinate with the Office of the Assistant Dean for Student Affairs and Department Heads to deal with student related issues.
2. Discuss disciplinary rules and actions related to students' academic and non-academic violations.
3. Recommend its decisions to the Dean of the College.

4. Follow-up with the implementation of these disciplinary actions.
5. Carry out any other duties and responsibilities allocated to the Committee.
6. Meet upon the request of the Dean of the College and Department Heads.
7. Hold several meetings during the semester.

➤ **Action Plan for the Academic Year 2013-2014**

The SAC was established nearly the end of Fall 2013. It met three times during AY 2013 - 2014 (See Appendix A for Meeting Minutes). The meetings focused on the development of an overall student related issues procedures and policies which aimed at supporting QU Student Affairs Sector's policies. Based on the work of this committee, several policies were developed in order to deal with students' academic and non-academic- violations, such as the use of cell phones during lectures and some procedures for students to review their final exam grades.

➤ **General Guidelines for the Use of Cell Phones During Lectures**

Faculty members are expected to be a role models for their students and not to use cell phones during lecture, except under conditions of extreme necessity.

- The use of cell phones or any other electronic devices during lectures for educational purposes must be under the supervision of the instructor.
- A brief introduction about the guidelines for the use of cell phones during lectures must be given to students at the beginning of each semester and students should follow these instructions.
- If a student needs to make a phone call, he must get the instructor's permission to use the mobile phone outside the classroom for a short period of time. In case he does not return back to the lecture, the instructor has the right to mark the attendance of the student as present or absent.
- If student breaks the general guidelines mentioned above, the following procedures will be taken:
 - If a student uses the cell phone for the first time, the instructor will warn him verbally and write a note in front of the student's name.
 - If a student uses the cell phone for the second time, the instructor has the right to fill in the Students' Non-Academic Violation Form for the student and suggest the required disciplinary action.

- The Department sends the form to the Assistant Dean for Student Affairs Office so that the case and the suggested disciplinary action are discussed in the College's Student Affairs Committee and to make the final decision.
- The instructor and the Vice President for Student Affairs Office are notified of the final decision.
- If the student repeats the non-academic violation, he will be transferred to the Vice President for Student Affairs Office to take the appropriate action.

➤ **Procedures for Students to Review their Final Exam Grade**

These procedures apply to faculty members who have completed reviewing all course grades with their students such as assignments and tests and uploading grades on Blackboard before the final exams, these procedures are optional for faculty members.

1. The instructor informs the department that s/he has finished correcting students' final exam papers and gives a copy of these papers to the department after uploading the grades on Blackboard and before uploading them on banner.
2. The department prepares a schedule with the times students can review their final exam grades and assigns the members/staff who will be available during the reviewing process.
3. The instructor informs the students about the schedule proposed by the department.
4. Students contact the department to request reviewing their final exam grades.
5. In case students need to discuss their final grades with their instructors, they fill in an application form, prepared by Assistant Dean for Student Affairs office, which includes the following:
 - a. -Student's name, ID, e-mail and phone number
 - b. Course title, course number and instructor's name
 - c. Reasons for requesting to review the final grades (i.e. mistakes in recording grades on Black Board or calculating grades) (Appendix B).
6. The department submits the application form for reviewing the final exam grade to the instructor.
7. The instructor contacts the students and assigns a date and time for them to review their final exam grades.
8. The instructor fills in the application form during the meeting and writes his final decision after discussing the final grade with the student.

9. The application form is sent back to the department.
10. If the student is not satisfied with the decision made by the instructor, university official procedures mentioned in the student's catalog will be followed.

Recommendations

- CED Student Affairs Committee needs to activate its role in providing the Dean of College of Education with recommendations for all cases of academic and non- academic violations related to students (undergraduate and graduate).
- Faculty needs to be encouraged to use QU official procedures for recording students' academic and non- academic violations and suggest the required disciplinary actions (See Appendix C for QU official academic and non- academic violations forms).

Appendices

APPENDIX A

The First Meeting for Student Support Committee

Date of Meeting:	25 th November 2013	
Time of Meeting:	11:00-12:00	
Minutes Prepared by:	Manal Al-Kaabi	
Meeting Location:	College of Education- room 127	
1. Purpose of Meeting		
<p>-Discussing the rules and policies related to disciplinary action against students' academic and non-academic violations. -AOB</p>		
2.Type of meeting		
Regular		
3. Attendees	Department	e-mail
Ms. Reem Khalid	Assistant Dean of for Student Affairs	r.khalid@qu.edu.qa
Prof. Ghadnana Saeed	Educational Sciences Department	ghadnana.Saeed@qu.edu.qa
Dr. Fathi Ihmeideh	Educational Sciences Department	fathi@qu.edu.qa
Ms. Manal Al-Kaabi	Assistant Dean for Students Affairs Office	Manal@qu.edu.qa
4.Apology		
None.		
5. Absence:		
None		
6. Meeting Agenda		
1. Welcoming the committee members.		
2. Discussing the rules and policies regarding disciplinary action against students' academic and non-academic violations.		
6. Meeting Issues, Discussions, Decisions		
<ul style="list-style-type: none"> • Discussing policies related to : <ol style="list-style-type: none"> 1. The use of mobile phone 2. Cheating on exams 3. University outfit 		

- Decision :
 - The use of mobile phones:
 - Posting an ad that prevent the use of mobile phones in lectures.
 - Placing a rule that prevent the use of mobile phones.
 - Faculty members are expected to be as a role models for their students and not to use mobile phones during lecture.
 - Cheating on exams
 - Warning the student
 - Change student's seat
 - Allow the students to complete the exam but another action should be followed
 - In case a student tries to cheat after receiving a warning, he will be referred to the Vice President for Students Affairs.
 - The instructor has to check students' university ID at the beginning of the exam.
 - If there is a large number of students in the exam, staff of the college or another departments will be assigned to supervise the students.
- Reconsidering the university outfit

The committee members agreed on the following:

1. Supervision by faculty over students during classes is important.
2. Proposing internal policies for using mobile phones during classes complementary to QU policies.

- Meeting adjourned at 12:00

7. Data Analysis and documents discussed during meeting

Action	Assigned to	Due Date
Proposing internal policies for using mobile phones during classes.	Prof. Ghadnana Saeed	- Next meeting
	Dr. Fathi Ihmeideh	

8. Action Items

Action	Assigned to	
A new policies and rules will be placed for Education Students.	Prof. Ghadnana Saeed	
	Dr. Fathi Ihmeideh	

Committee Chair
Mrs. Reem Khalid

Minutes Prepared by
Mrs. Manal Al-Kaabi



Second Meeting Minutes Student Affairs Committee



Date of Meeting:	Wednesday 25/12/2013	
Time of Meeting:	11:30-12:30	
Minutes Prepared by:	Manal Al-Kaabi	
Meeting Location:	Assistant Dean Office - room 127	
1. Purpose of Meeting		
<ul style="list-style-type: none"> - Approval of the previous meeting minutes - Discussing rules and policies related to the use of mobile phones during lectures and exams - AOB 		
2. Attendees	Department	e-mail
Ms. Reem Khalid	Assistant Dean of for Student Affairs	r.khalid@qu.edu.qa
Prof. Ghadnana Saeed	Educational Sciences Department	ghadnana.Saeed@qu.edu.qa
Dr. Fathi Ihmeideh	Educational Sciences Department	fathi@qu.edu.qa
Ms. Manal Al-Kaabi	Assistant Dean for Students Affairs Office	Manal@qu.edu.qa
3. Apology		
-		
4. Absent		
-		
5. Meeting Agenda		
<p>Discussing how to introduce QU policies to students:</p> <ul style="list-style-type: none"> - Policies related to the important dates for students, which will be presented by the instructor at the beginning of the semester and uploaded on BB, such as - The use of mobile phones during lectures 		
6. Meeting Issues, Discussions, Decisions		
<ul style="list-style-type: none"> • General Guidelines for the use of mobile phones during lectures: <ul style="list-style-type: none"> - The use of mobile phones or any other electronic devices during the lecture for educational purposes must be under the supervision of the instructor. - A brief introduction about the guidelines for the use of mobile phones during lectures must be given to students at the beginning of each semester and students should follow these instructions. - If a student needs to make a phone call, he must get the instructor's permission to use the mobile phone outside the classroom for a short period of time. In case he does not return back to the lecture, the instructor has the right to mark the attendance of the student as present or absent. • If student breaks the general guidelines mentioned above, the following procedures will be taken: <ol style="list-style-type: none"> 1. If a student uses the mobile phone for the first time, the instructor will warn him 		

verbally and write a note in front of the student's name.

2. If a student uses the mobile phone for the second time, the instructor will notify the student by the end of the lecture with the importance of passing by the Assistant Dean for Student Affairs Office before attending the following lecture and a note will be written in front of the student's name.
3. The Assistant Dean for student Affairs will warn the student verbally and if he repeats the violation for the third time, he will be referred to the Vice President for Student Affairs Office to take the appropriate action.

- Meeting adjourned at 12.30 pm.

7. Data Analysis and documents discussed during meeting

Rules and policies related to the disciplinary actions towards students' non- academic violation were discussed.

8. Action Items

Action	Assigned to	Due Date
Proposing guidelines for cheating in exams	Ms. Reem khalid Abu Shawish	Beginning of May
	Pro. Ghadnana Saeed	
	Dr. Fathi Ihmeideh	

9. next meeting:

Committee Chair
Mrs. Reem Khalid

Minutes Prepared by
Mrs. Noor Waleed



Third Meeting Minutes Student Affairs Committee



Date of Meeting :	Monday 17/3/2014	
Time of Meeting:	11:00-12:00	
Minutes Prepared by:	Noor Waleed	
Meeting Location:	Assistant Dean Office - room 127	
1. Purpose of Meeting		
<ul style="list-style-type: none"> - Approval of the previous meeting minutes - Reviewing the rules and policies related to the use of mobile phones during lectures - Discussing internal procedures for students to review their final Exam grade - Discussing the policies and regulations related to academic violations, such as cheating in examinations - AOB 		
2. Attendees	Department	e-mail
Ms. Reem Khalid Abu-Shawish	Assistant Dean of for Student Affairs	r.khalid@qu.edu.qa
Prof. Ghadnana Saeed	Educational Sciences Department	ghadnana.Saeed@qu.edu.qa
Dr. Fathi Ihmeideh	Educational Sciences Department	fathi@qu.edu.qa
Ms. Noor Waleed	Assistant Dean for Students Affairs Office	n.walid@qu.edu.qa
3. Apology		
-		
4. Absent		
-		
5. Meeting Agenda		
<p>Discussing some policies:</p> <ul style="list-style-type: none"> - Reviewing the rules and policies related to the use of mobile phones during lectures - Discussing internal procedures for students to review their final Exam grade - Discussing the policies and regulations related to academic violations, such as cheating in examinations 		

6. Meeting Issues, Discussions, Decisions

- **General Guidelines for the use of mobile phones during lectures:**

- The use of mobile phones or any other electronic devices during the lecture for educational purposes must be under the supervision of the instructor.
 - A brief introduction about the guidelines for the use of mobile phones during lectures must be given to students at the beginning of each semester and students should follow these instructions.
 - If a student needs to make a phone call, he must get the instructor's permission to use the mobile phone outside the classroom for a short period of time. In case he does not return back to the lecture, the instructor has the right to mark the attendance of the student as present or absent.
- If student breaks the general guidelines mentioned above, the following procedures will be taken:
 4. If a student uses the mobile phone for the first time, the instructor will warn him verbally and write a note in front of the student's name.
 5. If a student uses the mobile phone for the second time, the instructor will notify the student by the end of the lecture with the importance of passing by the Assistant Dean for Student Affairs Office before attending the following lecture and a note will be written in front of the student's name.
 6. The Assistant Dean for student Affairs will warn the student verbally and if he repeats the violation for the third time, he will be referred to the Vice President for Student Affairs Office to take the appropriate action.

- **Procedures for Students to Review their Final Exam Grade**

These procedures apply to faculty members who have completed reviewing all course grades with their students such as assignments and tests and uploading grades on Blackboard before the final exams, these procedures are optional for faculty members.

1. The instructor informs the department that s/he has finished correcting students' final exam papers and gives a copy of these papers to the department after uploading the grades on Blackboard and before uploading them on banner.
2. The department prepares a schedule with the times students can review their final exam grades and assigns the members/staff who will be available during the reviewing process.
3. The instructor informs the students about the schedule proposed by the department.
4. Students contact the department to request reviewing their final exam grades.
5. In case students need to discuss their final grades with their instructors, they fill in an application form, prepared by Assistant Dean for Student Affairs Office, which includes the following:
 - Student's name, ID, e-mail and phone number
 - Course title, course number and instructor's name
 - Reasons for requesting to review the final grades (i.e. mistakes in recording grades on Black Board or calculating grades).
6. The department submits the application form for reviewing the final exam grade to the instructor.
7. The instructor contacts the students and assigns a date and time for them to review

their final exam grades.

8. The instructor fills in the application form during the meeting and writes his final decision after discussing the final grade with the student.
9. The application form is sent back to the department.
10. If the student is not satisfied with the decision made by the instructor, university official procedures mentioned in the student's catalog will be followed.

- Discussing the policies and regulations related to academic violations, such as cheating in examinations

- Meeting adjourned at 12.00 pm.

7. Data Analysis and documents discussed during meeting

QU rules and policies related to the disciplinary actions towards students' non- academic and academic violations were discussed.

8. Action Items

Action	Assigned to	Due Date
- Modify the procedures for using cell phones during lectures and students' procedures for reviewing their final exam grades. -Searching for QU guidelines and disciplinary actions for academic violations.	Ms. Reem Khalid Pro. Ghadnana Saeed Dr. Fathi Ihmeideh	Beginning of September 2014

9. next meeting:

Committee Chair
Mrs. Reem Khalid

Minutes Prepared by
Mrs. Noor Waleed



Appendix B

College of Education

Reviewing Final Exam Grade Form



Student Name:.....	اسم الطالب :
ID:.....	رقم القيد :
Email:.....	الإيميل الجامعي :
Phone Number:.....	رقم الهاتف:

Course Title:	اسم المقرر:
Course Code:	رمز المقرر:
CRN:	رقم المقرر:
Instructor's Name:.....	اسم استاذ المقرر :

- Reasons for requesting to review the grade

• أسباب طلب مراجعة الدرجة

.....
.....

- Instructor's decision after reviewing the grade

• قرار استاذ المقرر بعد مراجعة الدرجة

.....
.....
.....
.....
.....

التاريخ:

Date

توقيع الطالب :

Student's Signature

توقيع استاذ المقرر:

Instructor's Signature

The Following Description Pertains to an Alleged Non-Academic Violation of the Student Integrity Code:

Date of Incident : _____

Location of Incident : _____

Name of Violation Reporter : _____

Email : _____

Building and Room : _____

Student(s) Involved :

ID # :	Name :
_____	_____
_____	_____
_____	_____
_____	_____