

**PATTERN OF ADMINISTRATION
FOR THE DEPARTMENT OF SOCIOLOGY**
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PATTERN OF ADMINISTRATION FOR THE DEPARTMENT OF SOCIOLOGY

I INTRODUCTION

This document describes the administration of the Department of Sociology of The Ohio State University and lists the policies and procedures that affect its members. It does not replace other University or College rules and procedures which supersede statements herein. On matters not discussed here or in other Departmental documents, University policies apply. Other Departmental documents including Appointments, Promotion, and Tenure Criteria and Procedures, the Graduate and Undergraduate programs further specify Departmental operations.

This Pattern of Administration is subject to continuing revision. It must be reviewed and either revised or reaffirmed on appointment or reappointment of the department chair. However, revisions may be made at any time as needed. Changes in this document will be circulated in memoranda or faculty-meeting minutes. All revisions, as well as periodic reaffirmation, are subject to approval by the College and the Office of Academic Affairs.

II DEPARTMENT MISSION

The Ohio State University, as the state's leading comprehensive public teaching and research university, has as its stated mission the attainment of international distinction in education, scholarship, and public service. The university mission statement also notes that it combines a responsibility for the advancement and dissemination of knowledge with a land-grant heritage of public service, and provides accessible, high quality undergraduate and graduate education for qualified students who are able to benefit from a scholarly environment in which research inspires and informs teaching. It also emphasizes that the university values individual differences and celebrates and learns from its diversity; academic freedom is defended within an environment of civility, tolerance, and mutual respect. Consistent with that mission, the College has defined its mission as the attainment of international distinction in research, education, and service.

The mission of the Department of Sociology stems from that of the University as a whole and of the College of which it is a part. The instructional responsibilities of the Department include its role in basic liberal arts education, offerings required for degrees in related disciplines and professions, and the preparation of professional sociologists through its programs of undergraduate majors and graduate studies. In addition to the dissemination of current knowledge, this Department places much emphasis on the production of new knowledge. Thus, research and contributions to the scientific and scholarly literature constitute critical components of its mission, and our research inspires and informs our teaching. Service obligations of members of the Department include those required for the governance and operations of the Department, the College, and the University. Service extends beyond the boundaries of the University through participation in the affairs of scientific and scholarly bodies concerned with advancing knowledge. Fulfillment of this mission also includes consultation and services to public agencies and citizens groups at the local, state, national, and international levels whose goal is the application of scientific knowledge for the betterment of the human community.

The department's major audiences are undergraduate and graduate students, both here at Ohio State and in other universities utilizing our education and research; academic colleagues within our department and profession and in related colleges and departments, both at Ohio State and internationally; and the larger human community whom our work may benefit.

These audiences affect the nature of our research, teaching, and service. Faculty efforts are focused on achieving excellence in our education, research and service activities, with highest emphasis on research and teaching. Teaching, both in formal classes and in other settings, is aimed at enhancing student understanding, stimulating student reflection and thought, and providing a sound foundation for continued academic investigation. High quality instruction for undergraduate and graduate students begins with an understanding of fundamental sociological principles and continues with an improving ability to apply and integrate these principles in real-world problem-solving and scientific investigation of social organization and social interaction. Research programs focus on the discovery and dissemination of knowledge that will improve our abilities to understand and to positively influence human society. Complementing these two basic activities is a third responsibility: to provide professional expertise to the university community, our profession, and public and private entities beyond the university. Just as teaching and research programs evolve over time, the service role played by a faculty member changes over a professional lifetime, but is always present.

The department aspires to the highest levels of excellence and is committed to the goal of increasing the quality of its research, teaching, and service over time. Each faculty member is expected to contribute to the attainment of that goal, and to the shared intellectual life of the department and university. The criteria and standards of evaluation for faculty performance described in this document reflect this objective of high quality, the pursuit of which is also expected to yield increasing national and international recognition. Performance evaluations are designed to determine the extent to which this is achieved.

III FACULTY

According to the University Rules (3335-5-19), the term "faculty" includes persons appointed by the Board of Trustees with regular tenure track, research, auxiliary, or emeritus faculty titles on full- or part-time appointments, with or without salary.

1. *Regular tenure track faculty* are persons with the titles of professor, associate professor, assistant professor, and instructor who serve on appointments totaling fifty percent or more service to the department, or whose tenure home is in Sociology. Regular tenure track faculty members have the right to earn and hold tenure. In accordance with University rules that define faculty for the purposes of governance [3335-5-19], members of the "regular tenure track faculty" are responsible for governing the Department and have the right to vote in Department meetings.

2. *Research faculty* are persons with the titles of research professor, associate research professor, and assistant research professor who serve on short-term renewable contracts. They are excluded from governance in university and departmental committees but may serve as chair and/or a committee member for student committees. Their role is research supported by extramural funding.

3. *Auxiliary faculty* are persons with adjunct titles, visiting titles, and lecturers; as well as professors, associate professors, assistant professors and instructors whose appointments total less than fifty percent service to the university. Auxiliary faculty do not play a role in Department governance.

4. *Emeritus faculty* are persons whom, upon retirement, the Chair, Dean, and Provost recommended for emeritus status. Emeritus faculty do not play a role in Department governance.

5. *Graduate faculty status*. The Graduate School governs eligibility for the levels of graduate faculty status and specifies what tasks faculty at each level may undertake. The Graduate Studies Committee evaluates applications from faculty members who wish to be considered for graduate faculty status or for moving from one level to another and makes recommendations to the Graduate School.

IV ORGANIZATION OF DEPARTMENT SERVICES AND STAFF

The Department of Sociology requires support personnel to carry out its academic mission. Department services are provided by staff in the front office, Survey Research Lab, and Student Advising Office.

The front office staff includes a Fiscal and Human Resources Officer, an Administrative Assistant to the Chair, and other regular support staff members deemed necessary by the Chair. The Survey Research Lab includes system managers. Student Advising Office includes Graduate Program and Undergraduate Program coordinators. Work study or hourly students are hired in support roles in these areas.

The Chair is ultimately responsible for hiring all supporting staff, with the advice of the appropriate department committees.

V OVERVIEW OF DEPARTMENT ADMINISTRATION AND DECISION-MAKING

Department decision-making follows two general principles: (1) faculty, graduate students, and staff should have systematic input into decisions concerning them; and (2) the more important the decision, the more widespread the involvement in the decision-making process. The Chair makes program and policy decisions in consultation with the faculty.

VI DEPARTMENT ADMINISTRATION

A Chair

The Dean of the College appoints the Chair, after consulting with the Department.

The Chair has general administrative responsibility for the program. Her/his specific responsibilities include developing a pattern of administration; scheduling courses; setting teaching load; recruiting new faculty; evaluating faculty for reappointment, tenure, promotion, salary, and professional leave and making recommendations to the Dean regarding these matters; appointing committees; ensuring that all faculty are offered the Departmental privileges and responsibilities appropriate to their rank; encouraging excellent research and teaching by allocating Departmental

resources to faculty; allocating space; and preparing annual budget recommendations to the Dean-- all after appropriate consultation with Department members. The Chair also conducts faculty meetings and maintains minutes; is responsible for compliance with University policies; represents the Department's interests to the Division and College; serves as the Department representative to the SBS Executive Committee; transmits information from the Division, College, and the Office of Academic Affairs to the Department; hires and supervises non-faculty instructional, clerical, administrative, and professional staff; and is responsible for the organization of services in the Department and for maintaining Department records, authorizing Departmental expenditures, and preparing an annual report. Rule 3335-3-35 states University policy regarding the appointment and the responsibilities of the Chair.

B The Chair of Undergraduate Studies and the Chair of Graduate Studies

The Director of Undergraduate Studies and the Director of Graduate Studies assist the Department chair as follows.

1. *Director of Undergraduate Studies.* The Department Chair appoints the Director of Undergraduate Studies who is responsible for applying University, College, and Department rules concerning undergraduate degrees in the Department. She/he maintains the records of current and past students, coordinates the advising of majors, supervises the undergraduate advisers, chairs the Undergraduate Studies Committee; assists the chair in matters including course scheduling, undergraduate course offerings, and appointments of lecturers, he/she or a designee serves as the Department's representative to the College Curriculum Committee.

2. *Director of Graduate Studies.* The Department Chair appoints the Director of Graduate Studies who chairs the Graduate Studies Committee and the Graduate Recruitment/Admission Committee, assigns faculty advisers to graduate students, advises graduate students regarding Departmental and Graduate School rules, maintains records of current and former students, and assists the Chair in matters including teaching assignments to graduate students and graduate course offerings.

C Committees

Departmental committees play an important role in Department administration by proposing and administering its policies and procedures. In addition to the standing committees listed below, the Chair will name *ad hoc* committees as necessary. The Department Chair appoints committee chairs and appoints or selects randomly members from the regular tenure track faculty before the beginning of each academic year. To maintain committee continuity, an individual may serve on the same committee consecutively for two or three years. In consultation with Chair, the Sociology Graduate Student Association appoints graduate student representatives to committees on which students serve. The Chair is an *ex-officio* member of all department committees.

Committee on Diversity and Inclusion. This committee promotes the recruitment and retention of faculty and students from underrepresented groups, and deals with issues related to inter-group relations (e.g., discrimination, harassment). A member of the diversity and inclusion committee will serve on each recruitment committee, the graduate admissions committee, and

the graduate studies committee. The committee includes four or five regular tenure track faculty members and one or two graduate students.

Computer/Laboratory Committee. This committee oversees the operation of the Sociology Research and Instructional Labs, and recommends policy regarding laboratory operations and expenditures and Department computer resources. The committee includes two regular tenure track faculty members and one graduate student, and department computer specialists are *ex-officio* members of this committee.

Development Committee. This committee assists the Chair with development, including contacts with alumni and organizing events associated with soliciting donations. About two regular tenure track faculty members serve on the committee.

Executive Committee. This committee advises the Chair on departmental policy and administration. The committee consists of six members of the regular tenure track faculty, representing all ranks, three of whom are selected randomly (one from the full professors, one from the associates, and one from the assistants). The Chair selects one member randomly from each rank. No member of the regular tenure track faculty will serve more than once as a randomly selected Executive Committee member until everyone from their rank has served at least once on the committee. Director of Graduate Studies, Director of Undergraduate Studies, and one more regular tenure track faculty member are appointed by the Chair at the Chair's discretion.

Grade Grievance Committee. This committee consists of two regular tenure track faculty members, who are also members of the Undergraduate Studies Committee. It reviews grievances brought by students who allege either procedural errors or bias in their final grade. The committee will review the written evidence, consult with the concerned parties, and make a written recommendation to the Department Chair. Director of Undergraduate Studies chairs the committee.

Graduate Placement Committee. This committee works with students and regular tenure track faculty to place our PhDs. The committee includes two regular tenure track faculty members and one graduate student.

Graduate Recruitment/Admissions Committee. This committee proposes and implements strategies to elicit applications from strong applicants, evaluates applicants, prepares fellowship applications for applicants, and coordinates graduate-student recruitment. The committee includes 3 or 4 regular tenure track faculty members. Director of Graduate Studies chairs the committee.

Graduate Studies Committee. This committee oversees the MA and PhD programs. It evaluates, recommends, and monitors degree requirements, and applies the rules for graduate study from the Department, Graduate School, and other University units. It also evaluates and recommends changes in all Department offerings open to graduate students, considers proposed courses, and recommends policy concerning graduate education to the Chair and the faculty. This committee evaluates current students for awards and financial assistance.

Director of Graduate Studies chairs the Graduate Committee, which consists of four or five members of regular tenure track faculty with graduate-faculty status and one graduate student. The student member will be absent when the Committee evaluates individual students or faculty.

Instructional Development Committee. This committee recommends policies and procedures for training, supervising, and evaluating the instructional activities of GTAs and lecturers. This committee includes three regular tenure track faculty members, one senior lecturer who serves as instructional coordinator, and a graduate student coordinator of teaching resources who will be absent during evaluations of individual graduate students or lecturers. The student coordinator is an *ex-officio* member of this committee.

Committee of the Eligible Faculty. This committee evaluates faculty for tenure and promotion to associate and full rank. For tenure and reappointment decisions, the committee includes all tenured regular tenure track faculty; for decisions concerning associate professors, the committee includes all full professors of the regular tenure track faculty. The Department Chair is a non-voting member.

Recruitment Committee. This committee, in consultation with the Department Chair, actively searches for new faculty as part of an ongoing process, coordinates recruitment activities, and evaluates applicants from whom it selects a short list, which it presents to the Department Chair. The Chair will present the short list to the regular tenure track faculty to discuss and make recommendations about interview invitations to the Chair. One member of the committee serves as the committee's diversity representative. The Chair may appoint more than one recruitment committee in a given year. Three or four regular tenure track faculty and one or two graduate students may be appointed to a committee.

Research and Awards Committee. This committee evaluates the overall research capabilities and productivity of the Department, recommends ways to enhance them, and assists the Chair in implementing departmental policies in this respect. It also evaluates applications for special assignments and research assistants; recommends faculty, staff, and student awards (including Faculty Professional Leave); and develops departmental nominations for university and professional awards. This committee includes two regular tenure track faculty members.

Undergraduate Studies Committee. This committee oversees the Department's undergraduate majors and the honors program on the Columbus campus. It evaluates, recommends, and monitors requirements for these programs and recommends changes in the Departmental offerings for undergraduates on the Columbus campus. It monitors courses other Departments and professional schools offer, evaluating requirements and making recommendations whenever appropriate, and keeps abreast of General Education Curriculum (GEC). It assists the Department Chair in responding to requests from other departments concerning proposed courses that relate to our discipline. Director of Undergraduate Studies chairs this committee, which consists of about three regular tenure track faculty members from the Columbus campus, one regional-campus regular tenure track faculty member, the undergraduate advisers, one undergraduate sociology major, and one criminology major. Student members will be absent when the committee discusses individual students or evaluates individual faculty members.

Salary and Workload Committee. This committee evaluates faculty members' contributions to research, teaching, and service, based on their annual contributions reports and their *vitae*. It recommends rankings for salary increases and enhanced teaching assignments for Columbus faculty. This committee consists of four members of the regular tenure track faculty, two of whom are appointed and two others are selected randomly by the Chair. The Chair selects randomly one member from the full professor pool and the other from the associate and assistant professor pool with the goal of insuring that all ranks are represented. No member of the regular tenure track faculty in each pool will serve more than once as a randomly selected committee member until everyone has served at least once.

VII FACULTY MEETINGS

Faculty meetings are generally held the first Friday of the month from August through May. The time and place are announced at the beginning of each academic year. The Chair may call additional meetings as necessary. All regular tenure track faculty members are expected to attend faculty meetings. The Chair prepares the agenda, in consultation with representatives of Departmental, College, and University committees. The Chair maintains and distributes the minutes of all faculty meetings. A simple majority of those regular tenure track faculty who are present is required to pass or defeat a motion. Votes on personnel matters, which include initial appointments, reappointments, and promotion and tenure, are by secret ballot. Faculty members can also request a secret ballot on other matters.

VIII POLICY ON FACULTY DUTIES AND RESPONSIBILITIES

Each member of the regular tenure track faculty is expected to perform research, teaching, and departmental service. Research faculty are responsible for externally funded research.

1. *Research.* Faculty are expected to maintain an active research program whose object is to produce new knowledge and which leads to the presentation of papers at professional meetings and to publications in high-quality, peer-reviewed outlets. Faculty are expected to seek external funds to support their research.

2. *Service.* All regular tenure track faculty are expected to participate in Departmental governance (except during leaves of absence), including service on at least one Departmental committee, fulfillment of additional responsibilities assigned by the Chair (such as peer evaluation of colleagues' teaching), and assistance in recruiting graduate students and faculty. Service responsibilities will fall disproportionately on tenured faculty. Extraordinary service contributions to the Department, University, and profession will be taken into account in faculty merit evaluations.

3. *Instruction.* All regular tenure track faculty are required to teach courses, in keeping with the Department's needs, to advise students, to serve on examination committees, and to supervise undergraduate and graduate theses and dissertations. During an academic year, faculty will typically teach at least one undergraduate GEC course. Faculty on professional leaves of absence are expected to arrange for the supervision of their graduate advisees.

4. *Teaching policy.* The standard teaching load is four courses per academic year. Faculty with the standard load is expected to maintain a productive research program. Productive research programs are characterized by a sustained pattern of article publication in the discipline's major journals or the leading specialty journals, research monographs published by scholarly publishing houses, and extramural research awards (especially those that support graduate research assistants). The course load may vary as defined below.

- a. *Enhanced service assignments (ESAs).* Regular tenure track faculty who accept major administrative assignments (e.g., the Directors of Graduate and Undergraduate Studies or who have extraordinary professional-service obligations (e.g., editing a major journal) are eligible for course reductions associated with enhanced service assignments.
- b. *Enhanced teaching assignments (ETAs).* Regular tenure track faculty who do not maintain a productive research program may request or be assigned an enhanced teaching assignment of five or six courses. Regular tenure track faculty may be assigned an ETA if their publications are sparse over the three year interval. For the faculty on six courses, merit evaluations will attach a higher weight to instructional performance.
- c. *Course reductions for childbirth and adoption:* The department follows University and College policy.
- d. *Disclaimer.* The above policy applies only to Columbus faculty. It does not constitute a contractual obligation; fluctuation in the demands and resources in the Department or College and in the circumstances of individual faculty members may warrant deviations from the policy.

5. *Special assignments (SAs).* Faculty may apply for SAs. The number of SAs awarded is at the Chair's discretion as regulated by College and University policies.

IX COURSE OFFERINGS AND TEACHING SCHEDULES

1. *Teaching Schedules.* Teaching schedules are arranged by the Chair in consultation with the faculty. Paramount considerations are given to fulfilling the needs of the Department, which are to offer a balanced, attractive, and effective program, and maintaining equity in loads while taking into account research and service performance and meeting individual interests and preferences as much as possible. The Department strives to be consistent with information on offerings published in the course catalog. This is important not only for our students, but also for those in other departments and schools who depend on this information in planning their degree requirements.

Time and semester scheduling is the responsibility of the Chair. The requirements of our majors and degree programs, the availability of appropriate space, University requirements for the distribution of classes across hours of the day and days of the week, and conflicts among offerings, constrain what faculty may teach and when they may teach it. Subject to these constraints, the Chair tries to accommodate faculty members' time and preferences.

2. *New courses.* All new courses must be approved by the appropriate department committees, the Chair, and college and university Curriculum Committees. Faculty members may wish to offer courses under the number 2194 and 5194, either as a trial run for a possible addition to the curriculum, or as one-time offering in response to a group of students or special situations or events. Since these courses take faculty time away from the regular program and typically do not enroll, it is better to allow time for new courses to be listed in the Course Catalog before offering them. Before 2194 and 5194 courses are added to the teaching schedule of a faculty member, the proposal must be reviewed by the Undergraduate and/or Graduate Committee(s) and the Chair of the Department. The introduction of new seminars follows the same process. Consultations on such courses should be started at least two semesters in advance of initial offering in order to allow sufficient time for the process to be completed before scheduling time.

3. *Teaching evaluation.* The Office of Academic Affairs and Department policy require all instructors and faculty to have each class evaluated by students and peers, following uniform methods established by the Department.

X ALLOCATION OF DEPARTMENT RESOURCES

Because research is a critical part of the Department's mission, every effort will be made to provide the environment, support facilities, and incentives conducive to sound and vigorous research. While the Department cannot fund research projects, it can help support research by transmitting information concerning requests for proposals and opportunities for grants and aiding in the preparation of applications for outside support.

1. *Research grants.* Various offices on campus, including the College, have funds to support faculty research, some of which involve contributions from the Department. Faculty apply initially to the Chair for College funds.

2. *Departmental research accounts.* The Department will maintain research accounts for faculty members whose external funding compensates the Department for their released time of at least two courses per year. These accounts are credited with a proportion of the released time that is returned to the Department, after covering the cost of a replacement instructor. If the faculty buys out one course in a given year, the faculty does not receive any credit of the released time. If the faculty buys out two or three courses per year, the faculty member will receive a proportion of the released time for the courses other than the first course. The proportion credited to the accounts is determined annually by the Chair. Balances in release-time accounts can generally be carried over into a new fiscal year.

3. *Research assistants.* Faculty may apply to the Research and Awards Committee for research assistants when available as determined by the Chair.

4. *Travel support.* Each faculty member has a departmental travel allocation set annually for each fiscal year. In addition, faculty are encouraged to request travel funds in applications for external and internal funding.

- a. U.S. travel: Faculty may use their allocation toward expenses in connection with presenting papers (as sole or senior authors), chairing sessions, participating as panelists or discussants, or serving as general or section officers at professional meetings within the U.S. These funds may be used for one or more U.S. meetings, up to the maximum amount set.
- b. International travel: With the Chair's endorsement and willingness to commit departmental matching funds, faculty can apply to the College for reimbursement of an amount set annually toward travel expenses to present sole- or senior-authored papers at international meetings.

XI LEAVES AND ABSENCES

The department follows current college and university regulations on leaves and absences. The university's policies and procedures with respect to leaves and absences are set forth in the Office of Academic Affairs Policies and Procedures Handbook <http://oaa.osu.edu/handbook.html> and Office of Human Resources Policies and Procedures website www.hr.osu.edu/policy/policyhome.htm.

Faculty professional leaves (FPLs). Faculty applying for University-sponsored faculty professional leaves apply to the Department Chair and are reviewed by the Research Committee. Applications for the following academic year must be received by November 1 and must secure College approval. In deciding on whether to support applications for FPLs, the Chair will take into account the research activity proposed and the Department's needs. FPLs are also regulated by College and campus rules on waiting periods, links to special assignments and the number granted per year.

Absence from regular duty. According to Faculty Rules 3335-5-07 and 3335-5-08 (<http://trustees.osu.edu/ChapIndex/index.php>), all members of the teaching staff on duty during a given semester are expected to report for duty and to be available for consultation and organization at least one day before classes begin and to remain on duty through the examination at the end of the semester. Members of the teaching staff who are absent from ordinary service for any cause other than sickness must have the approval of the Chair, Dean, and--for absence greater than ten business days--the Provost. This rule applies to all semesters, whether or not the instructor is teaching a regularly scheduled course. A faculty member who is going to be off campus or to miss regularly scheduled duties must inform the Chair for approval.. If the absence is more than 10 business days, it must be approved by the Dean and the Provost.

XII ETHICAL ISSUES

1. *Human Subjects Requirements.* A University Human Subjects Committee must approve all faculty or student research involving human subjects-- whether or not it is externally supported.
2. *Consulting and outside employment.* Faculty members wishing to engage in outside professional service for compensation must obtain prior approval for each activity by submitting a Faculty Consulting Approval Form for each specific service, describing the nature of the intended

professional activity (see <http://oaa.osu.edu/handbook.html>). The Department or College may disapprove requests considered to be inconsistent with the mission, priorities, available resources, responsibilities, and best interests of the Department or College.

3. *Conflict of interest.* The Department is guided by the faculty rules and regulations and other documents concerning potential conflicts of interests. For example, it is the rule that no supervisor shall initiate or participate in institutional decisions involving direct benefit (initial appointment, retention, promotion, salary, leave of absence, etc.) to relatives, partners or spouses.

4. *Romantic-Sexual Relations Policy.* Romantic and/or sexual relationships between the individuals in a supervisory, teaching, evaluation, advising, coaching, or counseling relationship constitute a conflict of interest (<http://hr.osu.edu/policy/policy115.pdf>, Section III). The person in the position of higher institutional authority has the responsibility to eliminate the conflict of interest. The conflict of interest must be eliminated in a way which minimizes potential for harming the person with lower institutional authority. Faculty, staff and students who are in a position to influence academic or employment decisions about other with whom they are in a romantic and/or sexual relationship should recuse themselves from such decisions. Any faculty/staff/graduate associate must notify their supervisor of any prohibited relationship in which they are involved and have a duty to cooperate in making acceptable alternative arrangements.

5. *Sexual harassment.* The University administration, faculty, staff, and students are responsible for assuring that the University maintains a work and study environment free of sexual harassment (Policy 1.15, www.hr.osu.edu/policy/index.aspx).

XIII GRIEVANCE PROCEDURES

Members of the department with grievances should discuss them with the chair who will review the matter as appropriate and either seek resolution or explain why resolution is not possible. Content below describes procedures for the review of specific types of complaints and grievances

A. Faculty Salary Appeals (see the Office of Academic Affairs Policies and Procedures Handbook, <http://oaa.osu.edu/handbook.html>).

B. Staff Salary Grievances (contact Consulting Services in the Office of Human Resources www.hr.osu.edu/).

C. Faculty Misconduct (Faculty Rule 3335-5-04, www.trustees.osu.edu/ChapIndex/index.php).

D. Faculty Promotion and Tenure Appeals (see Faculty Rule 3335-5-05, www.trustees.osu.edu/ChapIndex/index.php).

E. Student Complaints

Normally student complaints about courses, grades, and related matters are brought to the attention of individual faculty members. In receiving such complaints, faculty should treat students with respect regardless of the apparent merit of the complaint and provide a considered response. When students bring complaints about courses and instructors to the department chair, the chair will first ascertain whether or not the students require confidentiality. If confidentiality is not required, the chair will investigate the

matter as fully and fairly as possible and provide a response to both the students and any affected faculty. If confidentiality is required, the chair will explain that it is not possible to fully investigate a complaint in such circumstances and will advise the student(s) on options to pursue without prejudice as to whether the complaint is valid or not.

F. Faculty Complaints

Faculty complaints regarding students must always be handled strictly in accordance with university rules and policies. Faculty should seek the advice and assistance of the chair and others with appropriate knowledge of policies and procedures when problematic situations arise. In particular, evidence of academic misconduct must be brought to the attention of the Committee on Academic Misconduct (see www.oaa.osu.edu/coam/home.html and <http://senate.osu.edu/committees/COAM/COAM.html>). The Code of Student Conduct is Faculty Rule 3335-23, <http://trustees.osu.edu/Rules%202023/index.php>.