

Introduction

The following policies and procedures govern student work-related grievances. The procedures detail those steps which must be followed in resolving student work grievances. Professional staff members in the Offices of Student Financial Aid and the Vice Chancellor for Student Affairs are available to assist students and their supervisors with matters related to student employment. Copies of the policies and procedures governing student work grievances may be obtained from Student Financial Aid.

Procedures

The following procedures govern matters related to filing and processing student work grievances. Student complaints, which arise as a result of hiring process or complaints related to allegations of discrimination, shall be referred to the Director of Human Relations.

I. Intent of Procedures

These procedures are intended to provide a fair and orderly means for addressing and resolving complaints by student workers arising from their employment with the University. In every case, a good faith attempt shall be made to resolve the complaint at its source, i.e., between the student worker and the student's immediate supervisor. For the purpose of these procedures, a "supervisor" shall be considered the faculty or staff employee who has immediate responsibility for the student employee. When used in these procedures, "working days" means University working days exclusive of holidays or other days during which the University is closed.

II. Procedures

A formal grievance by a student worker shall follow these procedures:

Step 1.

A student worker who believes he/she is aggrieved in his/her employment shall seek an explanation or resolution from his/her immediate supervisor within ten (10) working days from the time the employee became aware or had reason to be aware of the alleged grievance. The immediate supervisor must respond to the student employee within five (5) working days from the meeting with the employee.

Step 2.

- A.** If the matter is not successfully resolved, the student worker may file a formal complaint of the same grievance addressed in Step 1 in writing to the Dean of the School or the Director of the unit in which the student is employed within five (5) working days after receipt of the supervisor's response in Step 1. The formal complaint shall include the student's full name, current mailing address, telephone number, social security number, name of the immediate supervisor, a description of the act or occurrence that is the basis of the grievance, the name and title of the person against whom the grievance is filed, any documentation relative to the complaint, and a statement of the resolution sought.
- B.** The Dean of the School or Director of the unit involved in the grievance shall review the record and, if the record merits, confer with the student worker and other individuals involved in the complaint. The Dean or Director shall render a decision in writing to the

student worker regarding the grievance within five (5) University working days after receipt of the written complaint.

Step 3.

- A. If the matter is not satisfactorily resolved in Step 2, the student worker may file a written appeal of the same grievance addressed in Step 1 to the Vice Chancellor for Student Affairs or his/her designee within five (5) University working days of receipt of the decision in Step 2. In the appeal, the student may request a hearing by the Board of Student Work Appeals.
- B. If the student does not request a hearing by the Board of Student Work Appeals, the Vice Chancellor for Student Affairs or his/her designee shall review the record and render a decision within fifteen (15) University working days of receipt of the written appeal or refer the matter to the Board of Student Work Appeals.
- C. If in the written appeal the student requests resolution of the complaint by the Board of Student Work Appeals, the Vice Chancellor for Student Affairs or his/her designee shall, within two (2) University working days of receipt of the written appeal, refer the appeal to the Board.
- D. All student work grievance matters considered by the Board of Student Work Appeals (whether pursuant to B or C above) shall conform to the Board of Student Work Appeals policies and procedures including such revisions or amendments thereto as may be effected from time to time by authorized University officers. In respect to all grievances heard by the Board, it shall report its recommendations to the Vice Chancellor for Student Affairs or his/her designee within fifteen (15) University working days of receipt of the student complaint by the Board of Student Work Appeals. The Vice Chancellor for Student Affairs or his/her designee shall review the record and, if the record merits, confer with the student worker and other individuals involved in the matter. The Vice Chancellor for Student Affairs or his/her designee shall render a decision with five (5) University working days of receipt of the recommendations of the Board.

Step 4.

- A. If the matter is not resolved at Step 3, the student worker may submit a written appeal of the same grievance addressed in Step 1 to the Chancellor or his/her designee with five (5) University working days after receipt of the decision of the Vice Chancellor for Student Affairs or his/her designee. This appeal must include a written statement by the student worker of reasons why the decisions in Steps 1, 2, and 3 were unsatisfactory.
- B. The President or his/her designee shall obtain all records of the matter from the Vice Chancellor for Student Affairs or his/her designee and shall review the record and, if the record merits, confer with the student worker and other individuals involved in the matter.
- C. The President or his/her designee shall render a decision by the end of the fifteenth (15th) University working day after receipt of the record specified in B above.

Step 5.

Further appeal of the same grievance addressed in Step 1 may be made to the Board of Trustees as specified in Article VI of the "Bylaws of the Board of Trustees of Southern Illinois University" available in the Office of the Vice Chancellor for Student Affairs.

Operating Papers Governing the Board of Student Work Appeals

I. Functions of the Board

- A. To act as an advisory body and hearing/review panel to develop recommendations to the Vice Chancellor for Student Affairs or his/her designee with respect to student work grievance appeals referred to the Board pursuant to Sections B or C of Step 3 of the "Procedures Governing Student Work Grievances and Appeals."
- B. To make recommendations to the Vice Chancellor for Student Affairs regarding resolution of specific grievances brought before the Board.

II. Composition of the Board

- A. Membership: The Board of Student Work Appeals shall have five voting members and one ex-officio (non-voting) member appointed by the Vice Chancellor for Student Affairs for the term of June 1 to May 31 as follows:
 - 1. One faculty member.
 - 2. One civil service or professional staff member.
 - 3. Two students.
 - 4. One professional staff member selected by the Vice Chancellor for Student Affairs.
 - 5. One ex-officio (non-voting) member representing Student Financial Aid.
- B. The members shall be appointed by the Vice Chancellor for Student Affairs from nominees provided according to the following formula:
 - 1. Two faculty members nominated by the Faculty Senate
 - 2. Two civil service or professional staff employees nominated by the University Staff Senate
 - 3. Four students nominated by the Student Senate
 - 4. A member of the professional staff selected by the Vice Chancellor for Student Affairs in consultation with the Vice Presidents.
 - 5. A staff member from Student Financial Aid nominated by the Director of Student Financial Aid.

All nominations shall be submitted to the Vice Chancellor for Student Affairs by May 1 of each year in order that membership of the Board may be announced by May 15.

- C. Vacancies on the Board: In the event a vacancy on the Board exists, the Vice Chancellor for Student Affairs, in consultation with the appropriate nominating body, shall appoint a new member from the same constituency represented by the person holding the position immediately preceding the vacancy. Members appointed to fill a vacancy shall serve only the balance of the annual term remaining at the time of appointment. A vacancy shall be deemed to exist whenever a Board member resigns or is absent from 3 consecutive meetings of the Board.

III. Operating Matters

- A. Chairperson: The Board of Student Work Appeals shall elect a chairperson from among its voting members.
- B. Oral Presentation: The student and the supervisor may each make an oral presentation to the Board of Student Work Appeals. A stenographic or magnetic tape record of oral presentations shall be made and file for a period not to exceed one year or upon final

disposition of the appeal by the President or by the Board of Trustees, whichever last occurs.

- C. Nature of Hearing:** Under the Illinois Open Meetings Law, personnel grievances heard before the Board shall not be open to the public. Aside from witnesses, however, the student whose grievance is being heard and the supervisor whose decision is being appealed may each have counsel or an observer/advisor present. Legal counsel for either party may not formally participate in the hearing but shall observe and advise *informally only*.
- D. Recommendations of the Board:** Recommendations of the Board of Student Work Appeals shall be submitted in writing to the Vice Chancellor for Student Affairs within fifteen (15) University working days of receipt of the appeal by the Board.
- E. Quorum and Voting:** Three (3) voting members of the Board shall constitute a quorum. All voting shall be by secret ballot. All decisions of the Board shall be by majority vote.