Standard 9 – Element 9.2-1

Evidence Submission

Academic Standards

DYU-COM Policies and Procedures on Academic Standards

The academic standards policy of DYU-COM reflects our commitment to excellence in medical education and the development of competent, compassionate physicians. We maintain rigorous academic standards to ensure that our students acquire the necessary knowledge, skills, and professional attributes required to excel in the osteopathic medical profession. The policies and procedures within outline the expectations for: (a) grading, (b) class attendance, (c) tuition and fees, (d) refunds, (e) student promotion, (f) retention, (g) graduation, (h) students' rights and responsibilities, and (i) filing of grievances and appeals. By upholding these academic standards, DYU-COM aims to prepare our students to meet the complex challenges of modern healthcare and to serve their communities with the highest level of care.

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A. Grading

Pass/Fail System

To promote student learning most effectively and without undue competitiveness or stress, DYU-COM shall operate on a pass/fail grading.

- **Years 1 and 2** will be assessed **pass/fail**
- **Years 3 and 4** will be assessed **honors/pass/fail**

In years 1 and 2: Pass/Fail grades will align the NBOME Standards for awarding Pass/Fail grades in the COMLEX 1 exam at the end of year 2. To help students and Faculty Advisors identify deficiencies and room for improvement in the first 2 years of coursework, an internal grading system will be implemented. DYU-COM will require students to remediate any course where an individual's grade falls below 70%. Regardless of internal grade, students will only receive a Pass (P) or Fail (F) designation on their student transcript. This clarification is clearly outlined in the course syllabi, available on the website, and accessible to students. Information regarding transcript notation of Pass/Fail and the availability of internal grades will also be informed to students at new-student orientation, upon matriculation, and at the start of each semester.

In years 3 and 4: The additional grade of honors (H) is available to those students who meet the criteria for "recommending honors" on all graded assessments per the individual rotation syllabus. Assessment of performance compared to national cohorts is made through the Comprehensive Osteopathic Medical Licensing Examination-USA Levels 1 and 2-CE (COMLEX-USA), and the Comprehensive Osteopathic Medical Achievement Test (COMAT) examination series.

Incomplete Grade

The grade of Incomplete (IC) may be assigned to a student who otherwise is passing the course but is unable to complete all the required coursework and/or examinations due to extenuating circumstances (such as illness, death in the family, injury due to accident, etc.). The IC should be removed no later than ten (10) days after it was assigned, unless otherwise specified by prior agreement with the Associate Dean for Pre-Clinical Education or the Associate Dean for Clinical Education. If the IC is not removed within the stated period, it will automatically change to a grade of F. In cases of illness or extreme circumstance, the IC may be changed to a grade of withdrawal (W), with the approval of the Dean. A student with an IC on their transcript at the beginning of the third and/or fourth year will not be allowed to begin their third- and/or fourth-year rotations until the IC has been removed from the transcript through remediation of the course work.

Process for Appealing Final Course Grades

A student may file an appeal to dispute a final course grade following the process outlined:

1. The student must initiate a formal grade appeal process by submitting the entire complaint and evidence of course assessment deficiency or calculation error to the Course Director within ten (10) business days of the grade being posted.
2. The Course Director shall respond to the student in writing using the submitted Course Grade Description: Pass (P) Passing Grade in Course as determined by Course Director, Fail (F) Failing Grade in Course as determined by Course Director, Honors (H) Honors Grade in Course as determined by Course Director, or Incomplete (IC) Incomplete Grade in Course as determined by Course Director. The Course Director will provide the Grade Appeal form within five (5) business days of having received the form.
3. If the appeal is not resolved to the student's satisfaction, they can submit the appeal form to the Associate Dean for Pre-Clinical Education (Years 1 and 2) or to the Associate Dean for Clinical Education (Years 3 and 4) within two (2) business days of receiving the decision of the Course Director.
4. The Associate Dean for Pre-Clinical Education or the Associate Dean for Clinical Education shall consider the appeal. After discussing the appeal with the student and the Course Director, the designated Associate Dean will render a written decision on the Course Grade Appeal form, which must be returned to the student within five (5) business days. Decisions made by the designated Associate Dean are final.
5. If the grade appeal is upheld, the designated Associate Dean shall notify the Registrar about any need to change the student's grade in official academic records. If the grade appeal is rejected by the designated Associate Dean, the appeal process is thereby terminated, and the matter is considered closed.

Process for Requiring Students to Repeat a Course(s)

Should a student fail to academically progress while enrolled in medical school and based on the totality of the student's academic performance while enrolled, the Student Progress and Professionalism Committee (SPPC) may recommend that a student repeat an academic year in order to establish a firm foundation to assist the student in their studies of the previously taken subjects. Students approved for readmission after a period of suspension, or an approved leave of absence, may also be required to repeat previously taken courses.

Qualifying to Graduate with Honors

The designation of "Graduating with Honors" will be determined by a cumulative average in the upper ten percent of the graduating class. The student will receive a diploma inscribed with "Honors."

B. Class Attendance

All osteopathic medical students are expected to attend all academic sessions including, labs, case-based learning sessions, small group learning sessions, clinical rotations, physical examination sessions, OSCEs, simulation activities, learning consolidation activities, etc. Students who are unable to attend mandatory learning sessions are still responsible for the material taught. Any make-up quizzes, assessments, sessions, or activities will be at the sole discretion of the Course Director.

C. Tuition and Fees

Tuition

Tuition is established by resolution of the D'Youville University Board of Trustees for DYU-COM and all other academic programs under affiliation with the parent institution. Rates of tuition are proposed by the Dean, CFO, and President based upon consideration of:

a. the current rate of tuition,
b. accounting for cost inflation,
c. program demand,
d. tuition rates of similar or competitive institutions,
e. support of enrollment management and admissions strategies, and
f. fairness and equity to continuing and future students.

Proposed tuition rates are first presented to, reviewed, and approved by the University Finance Committee. Following approval by the Finance Committee, they are presented to and approved by the full Board of Trustees. The presentation and approval process are scheduled to allow tuition rates to be established approximately one (1) year in advance of the year to which they apply (i.e. the rates for 2027-28 academic year would be approved in the Fall of 2026).

Based upon the budgets reviewed by the University Board of Trustees, tuition for DYU-COM's initial academic year (2026-27) of the proposed osteopathic medicine program is expected to be $55,000 annually.

Fees

The D'Youville University College of Osteopathic Medicine Charges a comprehensive student services fee of $5,600 for the academic year 2026. The fee amount will be evaluated and updated, as necessary, on an annual basis.

Tuition and Fee Billing Policy

Tuition and Fees are charged at a flat yearly rate, regardless of the actual hours in which a student is enrolled. The academic term includes the full academic year, so all courses taken during the academic year are covered. Tuition is billed twice a year; half of the cost of tuition and fees is billed each fall and spring semester.

D. Refunds

All student tuition and fee refunds are disbursed electronically through the Nelnet Campus Commerce platform. Nelnet Campus Commerce offers convenient choices to receive a refund in a safe and timely manner. Students may select a refund choice through MyD'Youville Self-Service and enter the required personal and contact information for the refund method they have chosen. Students can also review their refund history from the school. Nelnet Campus Commerce will contact students via text or email based on the contact preferences they have made when they have a refund ready for disbursement.

Refund Choices include:

- **Direct Deposit:** Deposits to your current checking or savings account. Funds available in 2-3 days. Direct deposit is only permit to U.S. banks.
- **Paper Check:** Delivered via mail to U.S. addresses. Check received in 7-10 days. Paper checks will be sent directly from Nelnet Campus Commerce and not from D'Youville University. Refunds must be approved by the Student Accounts Office and cannot be generated until all financial aid posts to a student account.

Cancellation and Refund Policy

Cancellation of enrollment can be made in person, by electronic mail, or by Certified Mail. In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received. Refunds will be issued within 30 days of termination of students 'enrollment or receipt of Cancellation Notice from the student. Cancellation or withdrawal communications should be directed to the attention of the Associate Dean for Admission in the College of Osteopathic Medicine. Should a student enrollment be terminated or canceled for any reason, all refunds will be made according to the following refund schedule:

Acceptance Fees	The acceptance deposit will not be refunded for accepted medical students after April 1, 2026. Prior to April 1, 2026, applicants have within seven (7) calendar days of depositing to request a deposit refund. During the Fall 2027 enrollment cycle and beyond, all acceptance deposits are non-refundable.
Tuition and Fees	Student may be refunded tuition and fees only if the student officially withdraws or is dismissed prior to seven (7) calendar days before classes commence.

Student Loan Borrower Procedures

Student loan borrowers that officially withdraw or are dismissed will return funds to their private loan lender according to the following schedule:

- **100% of total loan disbursement received,** if a student officially withdraws or is dismissed before the end of the first week of classes during the Drop/Add period of each term.
- **90% of total loan disbursement received,** after any institutional balance is paid, if a student officially withdraws or is dismissed before the end of the second week of classes of each term.
- **80% of total loan disbursement received,** after any institutional balance is paid, if a student officially withdraws or is dismissed before the end of the third week of classes of each term.

Refund of Credit Balance Upon Receipt of Loans

It is common for students to obtain and accept loans in excess of the tuition and fees due to D'Youville University in order to fund other living expenses or indirect costs of attendance. Credit balances on student accounts after the posting of loans or financial aid are remitted to students within 14 calendar days.

Contact Information

The D'Youville University refund program is administered by Nelnet Campus Commerce. All questions about refund choices may be directed to Nelnet directly at 800-609-8056. For Student Account related questions and information, please contact 716-829-7500 or studentaccounts@dyc.edu.

E. Student Promotion

The Student Promotion Policy is designed to ensure all students meet the rigorous academic, professional, and clinical standards necessary to succeed as future osteopathic physicians. This policy outlines the criteria and processes for progressing through the curriculum, from the foundational preclinical years to the advanced clinical rotations.

Students are required to pass all courses in any given academic year (and not be placed under suspension, probation, or a modified course of study) to be promoted to the subsequent year. To be eligible for promotion to Year 3, students must have a passing score on the COMLEX-USA Level 1 Exam. Students are allowed to begin Year 3 while awaiting a passing score on the COMPLEX-USA Level 1 exam, however these individuals will be designated provisional OMS-III students until they have received a passing score. Once receiving a passing score, provisional OMS-III students will be awarded full OMS-III status. All students must take the COMLEX-USA Level 1 Exam by July 1 of Year 3.

F. Retention

The Student Retention Policy is dedicated to fostering an environment where students are supported throughout their academic journey, ensuring their success and well-being. This policy outlines the resources and strategies available to support students in overcoming challenges, whether academic, personal, or professional, that may arise during their time in medical school. By providing a comprehensive support system, including academic advising, mental health services, and tools that support financial aid literacy and early warning for academic deficiencies. DYU-COM is committed to retaining students who demonstrate the potential to become skilled and compassionate osteopathic physicians.

General Resources for Supporting Retention

DYU-COM will have the following general resources available to students to enhance retention. Learning Specialists and Financial Aid Counselors will be made available within DYU-COM. Mental Health Counseling services will be provided in a hybrid format, both in-person and online, by the parent institution and 3rd party providers.

1. **Learning Specialists** – Learning specialist resources will be made available with academic credentials in advanced education to help guide students through adjustments in time management, academic difficulties, and learning strategies.
2. **Faculty Advisors** – Each student will be assigned to a Faculty Advisor and have the same advisor for all four years. These advisors include full-time and part-time preclinical and clinical faculty, administrative leaders of the medical school, and clinical preceptors. Students will be strongly encouraged to meet their Faculty Advisor at the beginning and middle of each semester to discuss progress in all their courses. Guidance about study skills like group study, time management, self-analysis, learning consolidation, and selfcare will be provided. Learning styles of all students will be assessed according to the Feldman-Silverman model of visual, auditory, and kinesthetic preference and discussed with Faculty Advisor.
3. **Mental Health Counseling** – Mental health counseling resources are made available both in person as well as virtually to ensure ease of access and confidentiality of services. In some cases, students may confide in a mental health counselor to request assistance with studying and learning skills, and in these cases the student will be referred to a Learning Specialist for further assessment and assistance.
4. **Financial Aid Counseling** – Financial aid counseling resources will be made available to students to answer questions and provide support related to the issues surrounding financial aid and debt management. DYU-COM takes seriously the importance of prospective students in understanding the financial demands of medical education.

Specific Retention Software and Tools

DYU-COM will also deploy the following specific retention software and tools available to further support student success and enhance retention:

Academic At-Risk Program (AAP) Any student who fails a course, an exam, or a unit within a block exam will be entered into the Academic At-Risk Program (AAP) and required to meet with the Course Director (CD) or Unit Director (UD) to discuss improvement strategies and student options. The AAP plan must be put in writing/PDF and agreed to with signatures, to be kept in the student's file. Please see the student handbook for specific dismissal thresholds and additional information related to the AAP.

Financial Aid Debt Management Modules – All DYU-COM students are provided with the financial aid and debt management planning program from the American Association of Colleges of Osteopathic Medicine (AACOM). The program modules offer a series of educational online debt management training designed to help osteopathic medical students and recent graduates. Modules contents are updated regularly to ensure consistency with current federal policies and regulations. Each module contains specific information and resources to help osteopathic medical students borrow strategically and ensure they are prepared to responsibly repay their loans after they graduate and enter residency training.

G. Graduation

Osteopathic medical students must satisfy all graduation requirements in order to graduate from DYU-COM. Graduation requirements may be subject to change following a student's matriculation. It is the student's responsibility to stay updated on current policies and procedures at D'Youville University proposed College of Osteopathic Medicine.

Graduation Requirements

A student who has completed all required credit hours and successfully passed all academic requirements of DYU-COM will be granted the Doctor of Osteopathic Medicine (D.O.) degree provided the student has met all the below requirements:

- **Attendance at AOA/COCA Accredited College –** The student has attended the AOA/COCA accredited DYU-COM and has completed the entire curriculum.

- **Compliance with all Legal, Financial Requirements and Obligations –** The student has complied with all legal and financial requirements and obligations of DYU-COM, which includes the return of any DYU-COM-owned property and equipment.

- **Graduation Ceremony –** The student is required to attend, in-person, the graduation ceremony at which time the D.O. degree is conferred, and all students must take the osteopathic oath. Rare exceptions to this attendance requirement may be granted at the sole discretion of the Dean, whose review will be based on whether there are extenuating circumstances that prevent the student from attending. Students are required to submit such requests to the Dean within a reasonable time after the student learns of any such extenuating circumstances. Students should enclose any relevant documents with their request for waiver. The Dean will issue a written decision regarding whether this requirement will be waived for the student within ten (10) business days of receipt of the student's request.

- **National Licensing Examinations –** The student has passed Levels 1 and 2 of the COMLEX-USA examination series administered by the National Board of Osteopathic Medical Examiners (NBOME).

- **Ethical, Personal, and Professional Qualities –** The student has demonstrated the ethical, personal, and professional qualities deemed necessary for the successful and continued study and practice of osteopathic medicine and the suitability for the practice of medicine by dutiful and responsible acceptance for patient care, and integrity in the conduct of clinical duties.

- **Technical Standards –** The student has met all the Technical Standards outlined in the technical standard policy for being an osteopathic medical student/graduate.

- **Suitability for Practice of Osteopathic Medicine –** The student has demonstrated suitability for the practice of osteopathic medicine as evidenced by the assumption of responsibility for patient care and integrity in the clinical activities.

- **Graduation within Six (6) Years of Matriculation –** A student has completed all requirements for graduation and must graduate within 150% of the standard time to achieve the degree [i.e., six (6) years] from the date of matriculation. In accordance with COCA standards, single-degree DO students must complete their education within six (6) years following matriculation. To become eligible for graduation, each student must successfully complete all the above requirements within six (6) years following matriculation. The COM Dean shall have reasonable discretion to allow for limited exceptions to this time period upon a showing of extraordinary circumstances supporting such exception.

- **AACOM Survey Completion –** All students must have completed the AACOM Survey of Graduating Seniors to be eligible for graduation.

Formal Recommendation for Graduation

The student has received recommendation for graduation from the Faculty Senate of DYU-COM which occurs according to the DYU-COM's policies and procedures. Thereafter, the Board of Trustees will confer the degree of Doctor of Osteopathic Medicine (DO) on students who have satisfactorily completed the requirements for graduation and have been recommended for graduation. The full process is as follows:

1. The list of graduates is sent to the DYU-COM faculty senate for conferral at their meeting;
2. The faculty senate sends the approved list of graduates to the Dean;
3. The Dean delivers a resolution to the President
4. The President delivers a resolution to the Board of Trustees;
5. The Board of Trustees will vote and officially confer degrees.

Special Notes and Qualifications

Degrees are not awarded solely upon the completion of any prescribed number of courses, or upon passing a prescribed number of examinations, but, in addition, when the faculty believes the student has attained sufficient maturity of thought and proficiency. Matriculation and enrollment does not guarantee the issuance of a degree without satisfactorily meeting the aforementioned curriculum and degree requirements.

H. Student Rights and Responsibilities

The Student Rights and Responsibilities Policy serves as a cornerstone of our academic community, outlining the mutual expectations that foster a respectful, supportive, and professional learning environment. This policy clearly defines the rights of students to receive a high-quality education, access support services, and be treated with fairness and dignity. Equally, it underscores the responsibilities students bear in upholding the standards of academic integrity, professional conduct, and ethical behavior expected of future osteopathic physicians. By articulating these rights and responsibilities, we aim to cultivate a culture of accountability and respect, ensuring that all students are equipped to succeed both in their education and in their future medical careers.

Students have the following rights:

- The right to be treated respectfully and professionally.
- The right to due process.
- The right to reasonably have access to faculty, staff, and administration.
- The right to reasonably have access to all available DYU-COM learning resources.

Students have the following responsibilities:

- The responsibility to always act respectfully and professionally.
- The responsibility to learn through in-class and independent study.
- The responsibility to abide by and adhere to all DYU-COM's policies and procedures.
- The responsibility to adhere to all syllabi directives and coursework instructions.
- The responsibility to pay any tuition and fees due to DYU-COM.
- The responsibility to follow any directives, instructions, or orders from DYU-COM faculty, staff, administration, or parent institution.

I. Grievances and Appeals

DYU-COM has adopted its Parent Institution's policies on student grievances and appeals to remain equitable to all students across different departments and majors enrolled in the same University. The Student Due Process Policy for Academics (for Due process related to conduct, see **Standard 1.4-3B**) provides a Formal Appeal Procedure for students who wish to appeal academic evaluations or evaluations of misconduct that have a significant academic consequence (resulting in probation, suspension, dismissal or other significant change in academic status). A separate appeal process ("Alternate Appeal Procedure," below) is provided for appeals of decisions that have a less serious academic consequence.

When a student seeks to challenge a decision that has serious academic consequence, he/she must first attempt to informally resolve the situation as described below and then, if such informal attempts fail, he/she may file an appeal pursuant to the Formal Appeal Procedure described below.

When a student seeks to challenge a decision or action under these procedures that does not have a significant academic consequence (such as a grade dispute not resulting in probation, suspension, dismissal or other significant change in academic status), he/she must still, as an initial step, attempt to informally resolve the situation and then, if such informal attempts fail, he/she may file an appeal pursuant to the Alternate Appeal Procedure described below. Jurisdiction over the appeal resides in the School or Department in which the subject decision or action occurred.

Appeal Officer

The appeal officer shall act as the coordinator of the appeal process. Should a student or faculty member have any questions concerning the appeal process (including how to file an appeal), he/she is encouraged to contact the appeal officer. Further, the appeal officer is empowered to make adjustments/decisions related to the time schedule or other technical requirements of the appeal process to fulfill its purpose in a comprehensive manner. Of particular importance is the need to expedite decisions that have direct and immediate consequences upon the academic status of a student. Any adjustments/decisions related to the time schedule or other technical requirements will be made with communication to all parties to ensure their awareness and cooperation.

Informal Resolution

Wherever and whenever possible, the student should first attempt to rectify the situation by dealing directly with the faculty member or committee who made the decision. This should be

done within two (2) working days of the incident in question, and the informal resolution process shall not exceed five (5) working days from the incident.
If no direct resolution is reached, the student may request consultation and mediation by the Chair or his/her designee.

If the process of consultation and informal resolution fails, then the formal or alternate appeal process may begin.

Formal Appeal Procedure

If the student seeks to challenge a decision or action that has a significant academic consequence (i.e. probation, suspension, dismissal or other significant change in academic status) and remains unsatisfied after completing the above informal steps, then he/she may file a formal appeal by submitting a written complaint to the Chair within five (5) working days of the decision or action that he/she seeks to challenge. Regardless of the outcome of the informal resolution process set forth above, the written complaint must be filed within five (5) working days, otherwise it is untimely and will not be accepted or considered. Upon receipt of a formal appeal, the Chair shall provide a copy of the written complaint to the Appeal Officer.

The written complaint must state the specific violation of Department policy, rule or direction being challenged. The complaint, plus any supporting documents, shall supply full detail regarding this alleged violation and the remedy sought. The complaint shall indicate the dates on which attempts at informal resolution took place. The faculty member or committee against whom the complaint has been filed will be notified within two (2) working days of the filing of the complaint.

In cases involving allegations of improper academic evaluation (such as a grade), the student must demonstrate clearly and convincingly that the faculty member did not comply with the syllabus or other stated requirements of the course.
After receiving the written appeal, the Chair shall call a special meeting of the Appeals Committee, which will be responsible for reviewing and rendering a determination regarding the appeal. If a member of the Appeals Committee was directly involved in the decision being appealed by the student, then he/she shall be replaced by an alternate, as designated by the Dean.

The procedures used by the Appeals Committee shall include, at a minimum, the opportunity for the student and the relevant faculty to: meet with the Appeals Committee and make a statement; submit other supporting statements; submit documents; and submit other information to support his/her position. The student may be accompanied by a member of the D'Youville University community acting as a support person at any meetings held by the Appeals Committee with the student concerning the appeal. This support person cannot be a parent or

guardian of the student. Further, because the purpose of the appeal process is to provide a fair review rather than a formal legal proceeding, participation of attorneys in the appeal process is not permitted. A support person may not speak for the student. The student is responsible for speaking, submitting statements, and presenting other information on his/her own behalf.

There shall be an audio recording of any meetings held by the Appeals Committee with the student concerning the appeal. The audio recording, as well as any meeting notes, statements or other information submitted or collected, shall be maintained by the School for six (6) years.

A written determination of the appeal will be issued by the Appeals Committee, which sets forth the rationale for the determination, following the submission and collection of all relevant documents, statements, and other information. The Appeals Committee shall have the authority to uphold the decision being challenged or send the decision back to the faculty member or committee for reconsideration.

Normally, no more than five (5) working days should elapse between the filing of an appeal and the issuance of the written determination. If, because of the absence of key persons from the campus or other circumstances or exigencies (including those due to breaks in the academic calendar), the Appeals Committee decides that disposition on that schedule is not possible, the Appeals Committee shall notify the Appeal Officer who will make a determination if an extension shall be granted. Delivery of the written determination of the Appeals Officer shall be made by certified mail and email to the addresses of record. A copy of the written determination shall be maintained by the School for six (6) years.

Further Appeal. The student has the right to appeal the Appeals Committee's determination to the Dean. If the student has previously appealed a decision and that decision was sent for reconsideration by the Appeals Committee, then any further appeal by the student of the decision following reconsideration may be made directly to the Dean.
Appeals to the Dean can be made on four grounds only, which must be stated in writing and submitted to the Dean within five (5) working days of the student's receipt of the Appeals Committee's written determination:

1. The Appeals Committee's decision is contrary to policy, rules or written directives of the School.

2. The Appeals Committee's decision violated stated procedural guarantees and that alleged violation prevented fundamental fairness. A determination that a material error has occurred may result in reconsideration of the case using correct procedures, either by the Dean or by remand to the Appeals Committee, in the discretion of the Dean. Immaterial procedural errors will not support an appeal.

3. The Appeals Committee's decision was rendered without the benefit of significant new factual material not available at the time of that decision; however, information knowingly withheld from the prior proceeding by the appealing student will not support an appeal.

4. Significant mitigating circumstances exist which may warrant modification of the decision reached by the Appeals Committee.

Following receipt of an appeal, the Dean will review the written determination of the Appeals Committee as well as all materials in the appeal file, including, but not limited to, the statements, documents and other information submitted in connection with the appeal. The Dean may, but is not required to, hold further meetings regarding the appeal.
The Dean shall have the authority to uphold the decision being appealed, reverse the decision, or send the decision for further consideration by the appropriate faculty member or committee.

The Dean's decision concerning the appeal will be issued within ten (10) working days of the student's submission of the appeal to the Dean. Delivery of the Dean's decision shall be made by certified mail and e-mail to the addresses of record. A copy of the Dean's decision shall be maintained by the School for six (6) years. The Dean's decision concerning the appeal is final.

Alternate Appeal Procedure

If the student seeks to challenge a decision or action that does not have significant academic consequence (such as a grade dispute that does not result in probation, suspension, dismissal or other significant change in academic status), and remains unsatisfied after completing the above informal steps, then he/she may file a formal appeal by submitting a written complaint to the Chair within five (5) working days of the decision or action that he/she seeks to challenge. Regardless of the outcome of the informal resolution process set forth above, the written complaint must be filed within five (5) working days, otherwise it is untimely and will not be accepted or considered. Upon receipt of a formal appeal, the Chair shall provide a copy of the written complaint to the Appeal Officer.

The written complaint must state the specific violation of Department policy, rule or direction which is complained of. The complaint, plus any supporting documents, shall supply full detail regarding this alleged violation and the remedy sought. The complaint shall indicate the dates on which attempts at informal resolution took place. The faculty member or committee against whom the complaint has been filed will be notified within two (2) working days of the filing of the complaint. In cases involving allegations of improper academic evaluation (such as a grade),

the student must demonstrate clearly and convincingly that the faculty member did not comply with the syllabus or other stated requirements of the course.

After receiving the written appeal, the Chair shall call a special meeting of the Appeals Committee, which will be responsible for reviewing and rendering a determination regarding the appeal. If a member of the Appeals Committee was directly involved in the decision being appealed by the student, then he/she shall be replaced by an alternate, as designated by the Dean.

The complaint shall be evaluated after the student and the faculty member are provided the opportunity to make a statement to the Appeals Committee (either in writing or at a meeting, if a meeting is deemed necessary by the Appeals Committee) and submit supporting documents. There shall be an audio recording of any meetings held by the Appeals Committee with the student concerning the appeal. Records related to the appeal shall be maintained by the School for six (6) years.

Following evaluation of the statements and supporting documentation, a written determination of the appeal will be issued by the Appeals Committee, which sets forth the rationale for the determination.

Normally, no more than ten (10) working days should elapse between the filing of an appeal and the issuance of the written determination. If, because of the absence of key persons from the campus or other circumstances or exigencies (including those due to breaks in the academic calendar), the Appeals Committee decides that disposition on that schedule is not possible, the Appeals Committee shall notify the Appeal Officer who will make a determination if an extension shall be granted. Delivery of the written determination of the Appeals Committee shall be made by certified mail and email to the addresses of record. A copy of the written determination shall be maintained by the School for six (6) years.
The determination issued by the Appeals Committee is final.

Complaints of Discrimination or Harassment

D'Youville University provides equal opportunity to all students. The University does not discriminate on the basis of race, color, national origin, sex, disability, age, or any other protected status with respect to its academic programs, policies and practices.

Should a student advance an appeal under the above procedures that alleges discrimination or harassment on the basis of race, color, national origin, sex, disability, age, or any other protected status, the appropriate School or Department will immediately notify the Title IX Coordinator and/or the Coordinator of Disability Services. Students are also encouraged to

directly consult with the Title IX Coordinator and/or the Coordinator of Disability Services in the event they are seeking to file an appeal related to discrimination or harassment.

Further, if a student's appeal relates to Section 504 of the Rehabilitation Act of 1973 or the Americans with Disabilities Act, or the obligations of the University, School or Department under those laws, the appropriate School or Department will immediately notify, and the student filing the appeal is encouraged to consult, the Coordinator of Disability Services.

Policy for Student Grievances

D'Youville and its staff strive to improve student services and welcome input regarding our policies and procedures. All student concerns or complaints should be written and directed to the appropriate departmental or division office. If said response does not adequately address a student's concerns, the complainant is encouraged to contact the Office of the Vice President for Academic Affairs for academic concerns or the Vice President for Student Affairs for all other concerns.

All written concerns or complaints should be accompanied by relevant documentation. Appropriate University leadership will review the documents and the circumstances with the appropriate area and will either respond personally to the complaint or direct the appropriate member of the University to do.

Please note: Due to federal regulations (FERPA), the University generally only corresponds with students, not parents or guardians.