

## **Troy University**

(See “Advertising, Distribution of Literature, Notices, And Other Printed Material” in this handbook. The same regulations apply to commercial enterprises.)

### **Student Complaint Policy**

Troy University provides a wide variety of educational services, as well as artistic, athletic, and cultural programs, along with non-academic services to students at teaching locations located around the world. As a service organization, the University values high quality in the delivery of all of its academic and administrative services to all of its constituents in all of its locations.

Occasionally, a student may feel that the treatment they have received is not consistent with expectations based upon the university’s official documents, such as the Undergraduate Catalog, the Graduate Catalog, or the Oracle Student Handbook. In these cases, the University desires to have a clearly defined path for students to express their complaints in a manner that will provide documentation and accountability within the institution for providing a timely response and resolution.

#### **Definition of a complaint**

A complaint is a written statement by a student that the treatment they have received is not consistent with the university’s policies as stated in an official document. Only students may submit a complaint.

- Complaints concerning academic programs are to be submitted in writing by a student to either the Office of the Associate Provost for Undergraduate Programs or the Office of the Associate Provost for Graduate Programs, depending upon whether the student is an undergraduate or graduate student. These complaints must reference the portion of the Undergraduate or Graduate Catalog where the student perceives he or she was not treated in a manner consistent with the information stated in the appropriate catalog. Academic complaints related to grades may not be adjudicated through the Associate Provost’s offices. Academic judgments made by faculty are based on academic content, course requirements, and student performance. Students may not appeal grades based on allegations concerning the competence of a faculty member, the fairness of an examination, the difficulty of a course, or other matters of a purely academic nature. Grades for individual assignments and exams may not be appealed. While it is recognized that faculty hold the right and responsibility to grant a grade, a student who receives a course grade that he or she believes to be unwarranted for reasons other than those listed above may appeal that grade using the stated procedures located in the Undergraduate or Graduate Catalog as appropriate.
- Complaints concerning student services are to be sent in writing by a student to the Office of the Dean of Students and must reference the portion of the Oracle Student Handbook in which the student perceives their treatment was inconsistent with the policies in the handbook. Student services issues include housing, parking, student health and wellness activities, Greek life, and campus security.
- Complaints regarding financial services and student financial aid are to be sent in writing by a student to the Office of the Associate Vice Chancellor for Financial Services.
- The Office of the Associate Provost for Undergraduate Programs, Office of the Associate Provost for Graduate Programs, the Office of the Associate Vice Chancellor for Financial Aid, the Office of the Dean of Students, and the office of the Associate Vice Chancellor for

Distance Learning will each maintain a record of all written complaints that have been received from students, along with documentation of how the complaint was addressed. These records will be retained for a period of three years and redacted records will be available for review for any accreditation or regulatory purposes.

### **The procedure for submitting a complaint:**

A student with a complaint should use the online form, accessible at <http://trojan.troy.edu/students/>, for describing the nature of the complaint along with contact information that the University can use to respond to the student. The form must be completely filled out by the student, signed, and sent as a paper copy to the appropriate office identified in this policy, are listed below.

Undergraduate Programs	101 Eldridge Hall, Troy University, Troy, AL 36082
Graduate Programs	11 Adams Administration, Troy University, Troy, AL 36082
Dean of Students	233 Trojan Center, Troy University, Troy, AL 36082
Financial Services	146 Adams Administration, Troy University, Troy, AL 36082

### **Student Consent Letter**

In accordance with (FERPA) Family Educational Rights and Privacy Act, the university must have signed student consent to allow the university to release student information to the parents and/or legal guardians. This information includes grades, billing information, schedules and judicial files. Questions concerning the Family Education Rights and Privacy Act may be referred to the Student Services Office on each campus.

### **Student Grievances**

Student grievances are handled through one of two procedures depending on the nature of the grievance. If the matter is academic in nature, the student should follow the stated grade grievance procedures. If the matter is non-academic or grade related, the student should address the concern with the appropriate department head. After that, all student grievances that are non-academic related should be brought to the Senior Vice Chancellor for Student Services and Administration's Office or his/her designee. Should a student not know where to file a grievance, the student should contact the Student Services Office on their respective campus.

### **Student Proprietary Rights to Coursework**

Academic work submitted by students in partial or full completion of course requirements (research papers, reports, photography, electronic discs, etc.) remain the property of the student. Student permission must be granted if faculty members decide that student work may be used in other venues. Should students request the return of their previously submitted coursework, faculty members will make every effort to comply with such requests.

### **Student's Role and Participation in Institutional Decision Making**

The administration of Troy University supports student participation in institutional decision making. The Student Government Association (SGA) is an active and vital organization which serves as a link between the student body and the administration. The SGA (of which all students are members) serves as the governing body for student issues and performs many other valuable functions for students. Students are actively integrated into the university decision-making process through representation on university standing committees, membership on the Student Services Judicial Committee and the University Activities Council, representation on the University Board of Trustees, generally on University ad hoc committees, and on various advisory committees in some academic schools and departments. Student representatives to committees are recommended by the SGA and names are submitted through

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the Senior Vice Chancellor for Student Services and Administration to the University Chancellor for appointment. The SGA President represents the student body by serving as a nonvoting member of the University Board of Trustees. The Senior Vice Chancellor for Student Services and Administration serves as co-advisor to the SGA, thereby providing an open channel of communication to the administration on a daily basis. The student voice is an active component of the university's decision-making process.

### **Technology Use Policy**

Troy University reserves the right to update or revise the following policy. Updated policy is published at <http://it.troy.edu>.

Use of the University's various technologies (computers, telephones, etc.) are a privilege available to those who abide by this Technology Use policy. All users are obligated to use technology resources in a responsible, legal and ethical manner. The University respects each individual's right to privacy in electronic formats and expects all users to respect the privacy of others.

Users must abide by all applicable copyright laws and licensure agreements. The University shall take disciplinary and/or legal action, as appropriate, against individuals who violate this policy. Violators will be billed for any illegal use of technology and for damages caused by misuse. Violators will be temporarily or permanently suspended from technology facilities and will be prosecuted for statutory violations.

- A. Users of University computing resources must comply with federal and state statutes and laws, University rules and policies, and the terms of applicable contracts including software licenses. Examples of applicable laws, rules, and policies include the laws of libel, privacy, copyright, trademark, obscenity, child pornography, the Electronic Communications Privacy Act, the Computer Fraud and Abuse Act (which prohibit "hacking", "cracking", and similar activities), the University's Student Code of Conduct, and the University's Harassment Policy.
- B. Computer software is a form of intellectual property controlled by licenses that spell out clearly how it may be used and distributed. All members of the University community (faculty, staff, students, and community patrons), must adhere to all license provisions regulating the use and distribution of computer software. Use or distribution of software in violation of license provisions may subject the violator to criminal and civil penalties, as well as to civil liability to the licensor. Any violation of licensing agreements, such as copying, distributing, or otherwise sharing of software in violation of the license agreement is prohibited.
- C. A computer network provides a powerful tool in the educational arena by enabling communications and learning among people who are engaged in the education process, but are separated by time, distance, language, or other traditional communication barriers. A computer network also enhances and helps to equalize the resources available for scholarship at colleges and universities worldwide. However, the unlawful or inappropriate use of these tools infringes on both the integrity of the system and on the rights of others. In that light, the University expects all members of its community to use electronic communications in a responsible, considerate, ethical, and beneficial manner. All users are expected to:
  1. Respect the rights of all users on the system
  2. Comply with all copyright and fair use laws and regulations
  3. Comply with any and all applicable instructions issued by faculty and network administrator(s)
  4. Use computer network resources (including time on-line and storage) only for purposes directly related to their role at the University
  5. Refrain from transmitting defamatory utterances concerning a person, organization, or institution that may subject the individual or University to civil liability damages.
- D. Anything that is not in keeping with the interests that support the mission of the University and increases the expense of information technology resources is prohibited. This includes the prohibition of the use of University property for private gain as defined by Alabama state law.

- E. The installation of ad-hoc networking devices on university property is prohibited. Included among such devices are wireless access devices. Concern over wireless communications in the residence halls and campus is mostly about security, speed and interface among wireless access points. There is a lot of risk in using an unsecured wireless network. Using a wireless router in the residence halls has already caused users to become restricted from using the network because other students connect to their unsecured router Instead of the campus network. Any activity that an individual knows or should know is wasteful of computing resources prohibited. This may include activities such as:
  - 1. Sending advertisements for commercial enterprises
  - 2. Sending mass mailings or chain letters
  - 3. Obtaining unnecessary output
  - 4. Maintaining unnecessary or excessive file storage
  - 5. Creating unnecessary multiple jobs or processes
  - 6. Creating unnecessary network traffic
- F. As with all University resources, the University bears the responsibility and has the authority to allocate, limit or prohibit access to computer and network resources in order to ensure their most effective and economical use.
- G. Any action that may destroy, endanger, or divert another's research or writing is prohibited. In addition, University policy prohibits users from gaining access to, using, reviewing, changing, transmitting or deleting another user's files or software without the express permission of the user. Introduction of destructive software such as programs known as computer viruses, Trojan horse or worms into any computer, program, system or network is prohibited. "User" does not apply to the University personnel managing or administering the technology of the institution or the system.
- H. Among the most valuable and most sensitive of the University's computer resources are the personal work and storage spaces assigned to users. The University treats electronically stored information, including personal files, as confidential and permits examination or disclosure of their contents only when authorized by the owner of the information or when required by local, state, or federal law. Under Alabama Code §13A-8-102, it is a crime to attempt or to achieve access to, communication, examination, or modification of, to destroy, disclose, use, or take data, computer programs or supporting documentation. In plain words, state law prohibits either the use, transmittal, change, or deletion of another user's files or software without permission and the introduction of destructive software, such as programs known as computer viruses, Trojan horses or worms into any computer, computer system, or network.
- I. Anything that may hinder a free and open atmosphere of electronic discussion is prohibited.
- J. Cruelty, obscenity, crudity, and offensiveness, for the sake of offensiveness, have no place in the public discourse of a University community. As members of the University community, we are all responsible to one another and to the thinking and thoughtful community of which each of us ought to be a valuable part. Each of us must be considerate of other users of University computer resources and facilities.
- K. For your information, use of campus e-mail, the Internet, or networks for the following purposes have been subject to criminal, civil, and/or university sanctions at other institutions:
  - 1. Threats against persons or property;
  - 2. False information about academic or administrative policies or issues
  - 3. Messages deemed offensive to the receiver because of their pointlessly hateful, obscene, harassing, or libelous content.

The foregoing does not include all the kinds of conduct that have been challenged as illegal or inappropriate in a university setting. A good rule of thumb is to refrain from saying anything on any