

April 2013

2.3 Exhibits for Standard 2-NCATE

2.3.e	<p>Policies, procedures and practices for managing candidate complaints</p> <p>The procedures and practices for managing candidate complaints vary depending on the nature of the candidate concern. Links for the forms and their procedures are available on the College of Graduate Studies (CoGS) Academic Forms page. Candidates scroll to the bottom of the page to the section labeled “Grievance Forms” to find the Citizen Complaint Report, the Concern, Assessment, Referral and Education (CARE) Form, and the Graduate Student Request form. The form most often used by graduate candidates is the Graduate Student Request form. Candidates are advised to use this form for a variety of issues that are exceptions to graduate policies. Examples include requests for an exception to: the graduate credit transfer policy; the IC (incomplete grade) time limit; course substitutions; the six year time limit to complete a program, and the USNH residency policy.</p> <p>Typically the form along with any pertinent documentation is given to either the candidate’s advisor/program coordinator, or the associate vice president (AVP) of CoGS. Based on the nature of the graduate candidate request, the form is given to the appropriate party for follow up with the candidate. Examples of appropriate parties include: the director of the office of teacher certification; the registrar; the candidate’s advisor and/or program coordinator, or the AVP of CoGS.</p> <p>Should the candidate submit a Citizen Complaint Report, the concern falls to the Plymouth State University Police Department and their policies and procedures. If the submitted form is the Concern, Assessment, Referral and Education (CARE) Form, the CARE team, under the auspices of the Dean of Students work toward resolution via the practices outlined on the form’s webpage.</p>
2.3.f	<p>File of candidate complaints and the unit’s responses and resolutions (This information should be available during the onsite visit)</p> <p>In July of 2011, these forms (historical and any new forms) were scanned into each graduate candidate’s electronic file in an effort to move toward an electronic file system which was successfully completed. As such, the forms exist in each individual candidate’s electronic file in the document imaging system called Xtender.</p>