

**BOARD OF TRUSTEES  
ACADEMIC AND STUDENT AFFAIRS COMMITTEE**

**April 12, 2019  
10:15 a.m., University Center, Room 215**

**Agenda**

**1.0 Action Items**

**1.1 Resolution ASA03-19**

**Approval of Policy 2.17, Credit Hour Assignment**

Dr. Becky Thiel, Interim Provost and Vice President for Academic Affairs, will present Resolution ASA03-19, Approval of Policy 2.17, Credit Hour Assignment.

**1.2 Resolution ASA04-19**

**Approval of Policy 5.41, Complaint Review & Resolution**

Dr. Thiel will present Resolution ASA04-19, Approval of Policy 5.41, Complaint Review and Resolution.

**2.0 Information Items**

**2.1 Academic & Student Affairs Executive Report**

Dr. Thiel will report on recent activities in Academic & Student Affairs.

**2.2 Advancement & Institutional Relations Executive Report**

Mr. Eric Braun, Vice President for Advancement & Institutional Relations, will report on recent activities in Advancement & Institutional Relations.

**2.3 Admissions Report**

Mr. Braun will report on new student recruitment and Admissions activities.

**2.4 Housing and Residence Life Report**

Mr. Bill Rockwell, Executive Director of Auxiliary & Business Services, will report on Housing and Residence Life.

**2.5 Student Programming Board**

Ms. Allexis Lilly, Student Programming Board President, will report on all SPB clubs and events for 2018-2019 academic year.

**RESOLUTION ASA03-19**

**APPROVAL OF POLICY 2.17, CREDIT HOUR ASSIGNMENT**

WHEREAS, a review of institutional polices was undertaken by the Higher Learning Commission during the recent University reaccreditation cycle; and

WHEREAS, the Higher Learning Commission requested that the University establish a formal credit hour policy to ensure proper credit hour application to all courses; and

WHEREAS, Policy 2.17, Credit Hour Assignment, adopts the credit hour requirements of the Ohio Department of Higher Education; and

WHEREAS, Policy 2.17, Credit Hour Assignment, addresses the requirements pertaining to the University's process for credit hour assignment;

THEREFORE, BE IT RESOLVED, that the Board of Trustees of Shawnee State University hereby approves Policy 2.17, Credit Hour Assignment.

(April 12, 2019)

# Shawnee State University

POLICY TITLE:	CREDIT HOUR ASSIGNMENT
POLICY NO. :	2.17
ADMIN CODE:	3362-2-17
PAGE NO.:	1 OF 3
EFFECTIVE DATE:	04/12/19
NEXT REVIEW DATE:	04/2022
RESPONSIBLE OFFICER(S):	PROVOST
APPROVED BY:	BOARD OF TRUSTEES

## 1.0 INTRODUCTION

Shawnee State University's (SSU) credit hour definitions constitute a formalization of policy in order to 1) ensure compliance with federal and accreditation expectations; 2) ensure compliance also with Ohio Department of Higher Education's credit hour definition; and 3) to provide consistency throughout the University. Courses may be comprised of any combination of elements described, such as a lecture course which also has required laboratory periods or a lecture course having an additional requirement for supervised practice time.

Shawnee State requires this policy to be practiced by all full-time and part-time faculty. All definitions and standards apply equally to courses offered both on and off campus.

## 2.0 CREDIT HOUR DEFINITIONS AND EQUIVALENCE

The requirements that follow represent minimums for average students; however, deviation in excess of these requirements may occur, particularly at the graduate level. In the interest of accurate academic measurement, cross-campus comparability, and clarifying the relationship between contact hours, work outside of class, and credit hours, the following policies and practices apply.

### 2.1 Formalized Instruction Requirement.

Consistent with the Ohio Department of Higher Education's definition, a semester credit hour is earned for a minimum of 750 total instructional minutes of classroom instruction, with a normal expectation of at least 1500 minutes of outside study (homework, reading assignments, preparation for class) for each credit hour.

Credit hours may be calculated differently for other types of instruction (e.g. laboratory experience, directed practice experience, practicum experience, fieldwork experience, and studio experience) as long as the credit hour calculations align with commonly accepted practices in higher education and with the regulations of regional accreditors and the federal financial aid program.

## 2.2 Shortened Sessions and/or Flexibly Scheduled Courses

Credit hours may be earned in shortened session. Courses offered over a period of time other than a standard Shawnee State University full-semester will require the same amount of classroom and out-of-class work per credit hour as is required of SSU semester-long courses. The same amount of work will be distributed over a shorter period of time and may be allocated in various ways. Shortened session and flexibly scheduled classroom courses will adjust the per-class meeting instructional minutes as appropriate, given the number of class meetings, so as to meet the total instructional minutes' requirement.

## 2.3 Distance Education, Online and Hybrid (Blended) Courses

SSU's credit hour policy and credit award practice for distance education, e.g. online and hybrid courses, will be consistent and equivalent with the standards for courses offered through face-to-face instruction, although some or all of course content and faculty-student interaction occurs through one or more forms of distance education.

### 2.3.1 Fully Online

For courses in which 100% of the instruction is delivered in an online mode, each credit hour consists of 750 minutes of instructor-led, computer-assisted modules, multimedia interaction, discussions, and/or assessment activities as documented in the course syllabus, and 1,500 minutes of supporting "homework" consisting of independent preparatory work, such as readings, viewing of instructional materials, or writing. Online courses which have traditional lecture course equivalents are expected to achieve equivalent student learning outcomes for the equivalent number of credit hours.

### 2.3.2 Hybrid (Blended) Courses

This modality uses the same requirements as Fully Online courses with the exception that each credit hour or portions thereof may include on-campus scheduled direct/in-person faculty directed instruction or assessment.

### 2.4 Courses Involving Travel

Transportation time does not count towards student work effort unless time is simultaneously used for a designated learning activity.

### 2.5 Other Courses

Student teaching, clinical experience, cooperative education, study abroad, internship, field placement, experiential learning activity, independent study, thesis, dissertation, or other academic work that fit no other classification may receive credit if the work is performed under the supervision of and with the approval of a member of the faculty and with a formal written agreement noting the nature of the academic work that is approved also by the appropriate academic program leader/coordinator, chair, or similar overseeing authority at a program-wide level. In this modality, each credit hour consists of no less than 2,250 minutes spent on approved work during the term of instruction. Specific curricula/programs may require more minutes in order to award one credit hour. Credit for these experiences may be determined in accordance with the recommendations of a program's specific accreditor or other applicable regulations.

Ohio Department of Higher Education: "Definition of Semester Credit Hour and Length of Semester Term; March 2010; Page 2. <https://www.ohiohighered.org/node/359>

#### History

Effective: 04/12/19

## **RESOLUTION ASA 04-19**

### **ADOPTION OF POLICY 5.41, COMPLAINT REVIEW AND RESOLUTION**

WHEREAS, multiple reporting paths currently exist for receiving and addressing complaints about subjects such as, but not limited to: academic matters, student conduct, campus services, Title IX, financial aid, housing, employee complaints, and safety; and

WHEREAS, a recent review by the Higher Learning Commission revealed the need for the University to adopt a systematic approach for the collection, logging and analysis of all types of complaints; and

WHEREAS, to fulfill this requirement, a committee appointed by the President will meet periodically to assess the types of complaints being received, examine aggregated data, and compile recommendations to be reported to the President for appropriate action; and

WHEREAS, a centralized database will be utilized to streamline the complaint process and to ensure consistency with applicable University policies, procedures, collective bargaining agreements and state or federal regulations;

THEREFORE, BE IT RESOLVED, that Shawnee State University Board of Trustees approves Policy 5.41 Complaint Review and Resolution effective immediately.

# Shawnee State University

POLICY TITLE:	COMPLAINT REVIEW & RESOLUTION
POLICY NO. :	5.41
ADMIN CODE:	3362-5-41
PAGE NO.:	1 OF 2
EFFECTIVE DATE:	04/12/19
NEXT REVIEW DATE:	04/2022
RESPONSIBLE OFFICER(S):	GENERAL COUNSEL
APPROVED BY:	BOARD OF TRUSTEES

## 1.0 PURPOSE

The purpose of this policy is to establish a systematic, streamlined approach for the collection, logging, and analysis of the types of complaints that are being received by the institution in order to identify and address potential undesirable patterns or trends. Such process will not alter or interfere with provisions established by Policy 5.01 Non-Discrimination/Harassment and any other applicable University policies, procedures, and collective bargaining agreements.

## 2.0 OVERSIGHT AND COMMITTEE RESPONSIBILITY

Establishing a structure that ensures complaint patterns are timely and effectively addressed promotes confidence by students, learning by University officials, and improvement in services, teaching and learning. Additionally, the University benefits from a clearly delineated and coordinated process that provides for prompt review, efficient and effective resolution of complaints, documented communication about such resolutions to the affected complainants, and opportunities for the University to learn about and act upon common areas of concern.

A centralized database of complaints will be maintained by the General Counsel's Office and a committee appointed by the President will review aggregated and non-identifiable data in order to report to the President observed trends and an analysis of the effectiveness of the resolutions.

## 3.0 SCOPE

Complaints subject to this policy shall include but not be limited to those related to academics, student conduct, campus services, Title IX, financial aid, housing, employee complaints, and safety.

4.0 PROCEDURES

Procedures will be enacted by the President to further the goals of this policy.

History

Effective: 4/12/19

Applicable Procedures: 5.41:1 Complaint Review Process Procedure



PROCEDURE TITLE:	COMPLAINT REVIEW PROCESS
PROCEDURE NO.:	5.41:1
RELATED POLICY:	5.41
PAGE NO.:	1 OF 2
RESPONSIBLE ADMINISTRATOR(S):	GENERAL COUNSEL
EFFECTIVE DATE:	04/12/19
NEXT REVIEW DATE:	04/2022
APPROVED BY:	PRESIDENT

## 1.0 Committee

- 1.1 The Complaint Review Committee established by Policy 5.41 consists of the Dean of Students, Director of Human Resources, General Counsel, and any others appointed by the President. The Committee shall create standardized user-friendly complaint forms that will cover a wide variety of complaints.
- 1.2 The Complaint Review Committee shall meet not less than once each semester. Committee members will review the number and types of complaints by category that have been received since the last reporting period and their resolutions, discuss themes and trends observed during the reporting period, and report findings and any identified problem areas to the President. The Committee may also recommend action by the President relating to the observations. The General Counsel will be responsible for monitoring reports for completeness and closure.

## 2.0 Process

- 2.1 The existence of the standardized forms shall be communicated to students and parents at orientations, by email, on the University web site and app, and through other means aimed to reach all University students and be readily available to the public. Similar notice will be provided to University employees. Links to the standardized complaint forms shall be included on relevant web pages (e.g., Title IX, housing, financial aid).
- 2.2 Students, employees, and others are encouraged to attempt to informally resolve concerns and incidents directly with the staff and/or department involved when possible. The complaint form should be submitted when such an informal approach is unsuccessful or inadvisable.

- 2.3 The forms shall require the complainant to provide relevant information, including the complainant's name, phone number, and email address; the date or approximate date and time of the incident complained of; the department and/or individual(s) that are the subject of the complaint; the location of the incident; a brief statement of the particulars of the complaint; details of any previous resolution attempts; an opportunity to provide supporting documentation; and the outcome being requested.
- 2.4 Upon filing a complaint, the form will be electronically routed to the responsible division or department that has authority to assess, investigate (when necessary), and resolve the complaint. Upon filing, all complaints will also be routed to the Office of General Counsel for logging and monitoring. Complaints about students will be carried out in compliance with student privacy laws and will only be accessible by employees with a legitimate educational interest in the specific matter. Complaints about non-students will be handled in a manner to safeguard confidentiality to the extent possible.
- 2.5 The procedures for assessing, investigating, and resolving complaints, and communicating resolutions, shall be carried out consistent with existing Board of Trustees Policies, University Procedures, and any applicable collective bargaining agreement(s). The responsible division or department shall communicate its resolution to the Office of General Counsel.
- 3.0 The President or his/her delegate shall review the committee report and, when appropriate, direct that actions be taken to integrate findings from the report into improvements in services or in teaching and learning.

#### History

Effective: 04/12/2019