APPENDIX IIIa: ACADEMIC CONCERNS

IIIa-4 COMMUNICATIONS PROFICIENCY OF FACULTY

Since some instructional personnel do not have native or native-like English-language proficiency, students may experience difficulty understanding them. Students are encouraged to make an effort to become accustomed to an unfamiliar accent or dialect, but if the difficulty is pervasive, should act before the term is so advanced that resolution becomes difficult. In this circumstance, students may register a complaint by initiating the following procedure.

A. The student has multiple points of entry for reporting a perceived problem. Concerns about an instructor’s English language proficiency are investigated by the Associate Provost. The initial report may be made to the Office of the Provost, the Office of the Dean of Students, or to the dean of the college, or the chair/director of the department/school in which the course is offered. Problems should be reported within 15 working days (three weeks) of the beginning of a term, after the student has made an effort to become accustomed to an unfamiliar accent or dialect but before the term is so advanced that resolution becomes difficult. In all cases, the Provost's Office must be notified when a student has registered a complaint.

B. It is the department chair’s responsibility, in conjunction with the Provost or designee, to determine the extent of the perceived problem (e.g., how many students are experiencing difficulty) and then to provide a solution. Suggested solutions include, but are not limited to, moving the student(s) to a different section, replacing the instructor, or offering the student(s) with difficulty special tutorial assistance along with regular participation in the class.

C. Students who believe that the resolution of their complaint was unfair have a right to file an academic grievance. Procedures for filing grievances are specified in Appendix IIIa-B-2 of the Code.

D. The complete Policy on Communications Proficiency can be obtained from the Offices of the Provost, the Vice President for Student Affairs, or the Dean of Students.

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