Complaints Against Graduate Education Programs in Audiology and/or Speech-Language Pathology

The Council on Academic Accreditation in Audiology and Speech-Language Pathology (CAA), which is the accrediting agency for graduate educational programs has policies and procedures for complaints against graduate education programs. That is, a complaint about any accredited program or program in candidacy status may be submitted by any student, instructional staff member, speech-language pathologist, audiologist, and/or member of the public.

Complaints about programs must: (a) be against an accredited educational program or program in candidacy status in audiology and/or speech-language pathology, (b) relate to the standards for accreditation of education programs in audiology and speech-language pathology, and (c) include verification, if the complaint is from a student or faculty/instructional staff member, that the complainant exhausted all institutional grievance and review mechanisms before submitting a complaint to the Council on Academic Accreditation in Audiology and Speech-Language Pathology (CAA) of the ASHA.

All complaints must be signed and submitted in writing to the Chair, Council on Academic Accreditation in Audiology and Speech-Language Pathology, American Speech-Language-Hearing Association, 2200 Research Boulevard, Rockville, MD 20850-3289. The complaint must clearly describe the specific nature of the complaint and the relationship of the complaint to the accreditation standards, and provide supporting data for the charge. The complainant’s burden of proof is a preponderance or greater weight of the evidence. Complaints will not be accepted by email or facsimile.

Any student who wishes to file a complaint may visit the ASHA website to access the standards for accreditation of education programs and the full complaint procedures document:

http://asha.org/academic/

http://www.asha.org/academic/accreditation/standards_forms.htm

Louisiana Tech’s Final Grade and Academic Appeals Procedure

Louisiana Tech has established policies and procedures for students to appeal a final grade in a course when the student feels the final grade was not determined in accordance with University policies or was determined arbitrarily. The basic procedure to appeal a final grade is as follows: (a) the student confers with the faculty member, setting forth clearly all points of concern and if unsatisfied with the results of the conference then (b) the student confers with the head of the department in which the class was taught, setting forth clearly all points of concern. If the student remains unsatisfied, he or she writes a letter of appeal to the Dean of the College in which the course was taught. The Dean may make a decision or refer the appeal to the college’s Committee
on Standards for review and recommendation. The college’s Committee report would be a recommendation to the Dean, whose decision would be final. In all cases, the Dean communicates the final decision to the student, faculty member, department head, and, if a grade change is involved, to the University Registrar. In the case where a faculty member invokes a grade penalty on a student because of academic misconduct, the faculty member reports the incident and penalty to his or her department head and to the Office of Student Life. If the student chooses to appeal the sanction, the student would then follow the procedures contained in the University’s Academic Honor Code.

http://www.latech.edu/administration/policies-and-procedures/2217.shtml

Harassment and Retaliation

Any form of harassment in the workplace at Louisiana Tech University is prohibited. The University’s policies for addressing the issues of harassment and procedures for resolution of harassment complaints are available online:

http://www.latech.edu/administration/policies-and-procedures/1438.shtml
http://www.latech.edu/administration/policies-and-procedures/1436.shtml
http://www.latech.edu/administration/policies-and-procedures/1437.shtml

Louisiana Tech University does not condone or authorize any kind of retaliation against an individual who has made a good faith report of conduct which may constitute harassment or discrimination. If subjected to any form of retaliation, the individual should follow the University’s policy as stated online:

http://www.latech.edu/administration/policies-and-procedures/1441.shtml

Graduate Program Issues: Department of Speech

Program graduate students who have a concern about their academic advisement or other academic or program issues, including an action based upon departmental or university academic policies, procedures, or timelines, are advised to contact the Head of the Department of Speech for a discussion of their concerns. If the student is dissatisfied with that discussion, he or she has the option of consulting with the Associate Dean and Director of Graduate Studies for the College of Liberal Arts. The Associate Dean may choose to refer the student to the Dean of the College of Liberal Arts for further discussion of the concerns.

In an effort to resolve misunderstandings or concerns, students are encouraged to take a common-sense approach and discuss their concerns directly with the relevant faculty member who is most directly associated with the matter, with the aim of resolving them at the lowest possible level and without undue formality. A faculty member with whom a concern is raised by a student is expected to deal with the matter in an open and professional manner and to take reasonable and prompt action to try to resolve it informally while respecting the right of the student to confidentiality. Where it has not been possible to resolve a concern informally, the student should then contact the Coordinator of Speech-Language Pathology Program or the Coordinator of Audiology Program, as appropriate, who in turn will meet with the instructor and
the student. If the concern is not resolved, the student then has the option of requesting a meeting with the faculty member and the Head of the Department in an effort to mediate and resolve the matter. Written records are to be kept of all meetings. If the matter is not then resolved to the student’s satisfaction, the student may appeal in writing to the next administrative level.

In the event that a student has a concern regarding supervisory support and/or clinical performance, the student is advised to discuss the concern directly with the supervisor. The student and supervisor are expected to deal with the matter in an open, professional, and courteous manner, to respect the points of view of each other, honor the rights of all parties involved with respect to confidentiality, and to take reasonable and prompt action to try to resolve it informally. If the concern is not resolved, the student should then contact the Coordinator of Speech and Language Services or the Coordinator of Audiological Services, as appropriate, who in turn will meet with the supervisor and the student. If the concern is not resolved at that point, the student should then contact the Head of the Department of Speech and additional meetings with the supervisor and the student may take place. Written records are to be kept of all meetings.