

**Boston University** College of Health  
& Rehabilitation Sciences: Sargent College

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## **Policies and Procedures**

General University policies and procedures are stated below. The individual Schools and Colleges of the University may have variations or additional stipulations affecting certain policies. Students are responsible for being familiar with the regulations of the University and their College of enrollment.

## **Student Advising**

Students are assigned to faculty members in their major areas of study for assistance and advice throughout their academic careers. Any student may ask his or her department chairman for a change in advisor if he or she feels such a change will improve the advising situation. To supplement student advising through the appropriate departmental faculty, the BU Sargent College Academic Services Center offers advising concerned with University academic and registration processes; general program and degree requirements; and accuracy of the individual student's academic record.

## **Registration**

An officially registered student is one who is registered for classes and who has settled all charges with Student Accounting Services.

Candidates for admission to degree programs may not register until they receive a formal statement for acceptance. Students accepted to the University register according to instructions provided by their School or College. If the registration occurs before the billing deadline, Student Accounting Services will mail an invoice (statement of charges). If the registration is not processed by the billing deadline, the student will not receive an invoice in the mail and will have to complete the payment process in person.

Continuing students register for courses in October or November for the spring semester and March and April for the fall semester. Eligible continuing students may access WebReg on the Student Link (a Web-based system) to register for course for

the semester. An invoice is prepared on the basis of the student's status and class selections. Official registration is complete when Student Accounting Services receives full payment. A late payment fee may be assessed to those students who do not complete official registration by **August 16, 2008**, for **Fall 2008**, and **December 14, 2008**, for **Spring 2009**.

## **Cross-Registration**

**Within the University** If space is available and if permitted by the School or College giving the course, students may cross-register and receive degree credit for courses outside their School or College of registration. In most cases, a student's advisor must approve cross-registration selections. Courses offered by Metropolitan College may require special permission.

**With Other Universities** Several Schools and Colleges within Boston University have formal, cooperative arrangements for cross-registration at nearby institutions. Information and permission may be obtained from the student's School or College.

## **Adding or Dropping a Course**

To add or drop a course, eligible students may use WebReg on the Student Link or complete a Class Adjustment form, available from their School or College. Students should consult with their advisors before adding or dropping a course.

A standard course dropped during the first five weeks of classes will not appear on the student's permanent record. A standard course dropped after the first five weeks of classes will appear on the student's record as W, and the student will be charged for the course.

Standard courses may be dropped up to the end of the eighth week of classes. After that point, no course may be dropped. (See the Registrar's Office home page at [www.bu.edu/reg.](http://www.bu.edu/reg.))

## **Identification Cards and Numbers**

Terrier Cards are issued by the Terrier Card Office. Students are assigned an ID number by the University.

A student is entitled to a new card only when there are changes to the information on the card. A fee is charged for replacing a lost card. Replacement cards are issued at the Terrier Card Office.

## **Enrollment Status**

**Full Time Students** *By enrollment and by certification:* Those registered for 12 to 18 credits are considered full-time students and will be charged full tuition and fees.

*By certification:* Student registered for fewer than 12 credit hours of work, but otherwise engaged full time in research or independent study pertinent to the completion of degree requirements or to gaining competence in their field of study, may be certified as full-time students. For such students tuition is charged on a pre-credit basis in addition to full-time fees. A student desiring full-time certification must submit a justification letter from his or her academic advisor and departmental chairman to the BU Sargent College Academic Services Center.

**Part-time Students** Those registered for fewer than 12 credit hours are considered to be part-time students. Continuing students who are not formally registered should refer to the “Registration” section above.

**Nondegree Students** All students registering for courses without receiving a formal acceptance to a degree program are considered nondegree students and are presumed to be taking courses for reasons other than earning a degree at the University. Nondegree students must receive the instructor’s consent before formal registration in any graduate course.

Enrollment in a course does not guarantee acceptance to a degree program, nor does successful completion of any course automatically become credited toward a degree.

## Grades and Course Credits

The University uses a system of letter grades and grade honor point equivalents for evaluating coursework, as shown in the chart below. Individual Schools and Colleges, however, may place restrictions on the use of certain grades, such as Pass/Fail. Grades cannot be changed after a student has been made an official graduate.

Grade	Honor Points	Explanation
A	4.0	Excellent
A-	3.7	
B+	3.3	
B	3.0	Good
B-	2.7	
C+	2.3	
C	2.0	Satisfactory
C-	1.7	
D	1.0	Low pass
F	0	Fail, no credit
P	Not applicable	Pass with credit
I	Not applicable	Incomplete; additional work required
J	Not applicable	Registration in same or continuing course necessary to complete requirements
AU	Not applicable	Audit; no credit
W	Not applicable	Withdrew
MG	Not applicable	Missing grade; grade not assigned

**Grade point averages** are by dividing the number of grade honor points earned by the number of credits attempted. The following grade symbols are not given grade honor points, and work recorded with any of these symbols is not used in calculating grade point averages: J, P, W, AU, and MG. I grades are not computed until additional required work is fulfilled and an appropriate letter grade assigned. The grades and credits of all repeated courses are calculated in the GPA. J grades are not computed until the continuing course is completed; at that time, the grade and honor points will apply to both the J-graded and continuing courses.

## **Grade Requirements for Graduate Students**

An overall grade average of B or higher is required for graduation. No more than 8 credits of C or C+ work will be counted toward the degree, and the accountability of such grades in required courses is subject to graduate faculty approval. Bi grade below C is acceptable for credit. Enrollment of a student receiving three grades (or total of 12 credits) below B may be terminated.

Some courses such as the Practice and Directed Research may be graded on a P (pass) or F (fail) basis. P then indicated B or better work.

## **Incomplete Coursework**

If for reasons acceptable to the instructor a student fails to take the final examination or to complete any other required work within a course, he or she receives the I grade. Within the time limit set by the individual School or College, not to exceed 12 months, the student must complete the course requirements, the I grade is replaced with the appropriate letter grade. In the event that coursework remains incomplete on the assigned date or 12 months after the I grade has been assigned, whichever comes first, the I grade will be changed automatically and permanently to an F grade.

## **Academic Requirements**

Students, as participating members of an academic community, have a responsibility not only to make good use of the resourced available, but also to contribute to the climate of learning. Neither faculty nor students can function well in a classroom where some members are indifferent or have low academic ability.

Carefully selected standards for student performance must be established if the University is to meet its responsibility to prepare capable persons for professional service and to provide a stimulating and satisfying experience in learning for its students. Students must know exactly what these standards are if they are to evaluate their own abilities to profit from and contribute to this program. *The BU Sargent College Academic Conduct Code*, as prepared by the Committee on Academic Policies and Procedures and approved by the entire faculty, is distributed each year to all new students. These standards summarize expectations and policies,

setting forth the type and level of performance that must be maintained by students. These are minimal standards, intended not as rigid regulation but as guidelines for evaluation.

## **Professional Behavior**

The mission of BU Sargent College is to advance, preserve, disseminate, and apply knowledge in the health and rehabilitation sciences. Sargent College strives to create an environment that fosters critical and innovative thinking to best serve the health care needs of society. This environment is made possible only through full participation of all members of the Sargent College community. A key expectation of this community of scholars, educators, practitioners, and students is the adherence to the highest standards of professional and ethical behavior.

Academic performance is only one indicator of success for Sargent College students. Students are expected to demonstrate professional behavior, to accept responsibility for their actions, and to expect the same from their peers. Professional behavior is expected across environments, whether the student is engaged in clinical practice, classroom instruction, peer or faculty interaction, research, or laboratory activities. Students are expected to know how to comply with the specified rules for each of their academic and clinical experiences.

Students are evaluated on both academic performance and demonstration of professional behavior. Failure to meet the standards in either area may result in dismissal from the program. The specific responsibilities of students are outlined in the manual for each program of study.

## **Petitions and Appeals**

The Committee on Academic Policies and Procedures is the body that can take action on petitions from students seeking variance from a Sargent College academic policy or regulation. The petition form can be obtained in the Sargent Academic Services Center.

Students who seek a variance of departmental policy or regulation, or who have a grievance with an instructor or a departmental judgment, should attempt to resolve the situation with the individual instructor, the departmental chairman, or petition to the departmental faculty. The student may appeal decisions made at the departmental level by submitting a petition of appeal to the Committee on Academic Policies and Procedures.

## **Academic Integrity**

All students at Sargent College are expected to maintain high standards of academic honesty. Various pressures upon students may tempt them to gain credit for work that is not wholly their own by cheating on examinations or plagiarizing papers on projects. Instructors are aware that plagiarism and cheating sometimes occurs; such

offenses are handled according to the College Academic Conduct Code. There may be a review by the Sargent College Committee on Academic Policies and Procedures. Academic dishonesty may result in suspension or dismissal from the College or University.

## **Examinations**

Course examinations are given at the instructor's discretion. Final examinations are given only during the scheduled examination period (dates are stated in the "Calendar" section of this bulletin).

If the student fails a course, he or she cannot take a second examination until this course is retaken.

If a student is absent for good reason from a final exam and wants credit for the course, he or she must apply to the School or College for special examination privileges. The student must complete a special exam before the end of the semester immediately following the absence.

## **Auditing Courses**

An auditor is a student who attends a class to acquire knowledge, but not to earn credits or a grade. Audited courses do not count towards completing degree requirements. An auditor may not change his or her status after the fifth week of classes for standard courses. Auditors must attend classes regularly, complete assigned reading, and participate in discussions, but they are excused from examinations.

Auditors are admitted to a course on a space-available basis and in accordance with the rule of the School or College offering the course. Auditors are subject to the full tuition and fees of the course.

## **Attendance**

Students are expected to attend each class session unless they have a valid reason for being absent. Students may be required at any given time to account for undue irregularity in attendance, either by personal explanation to their faculty advisor or dean or by written statement from a parent or another authority. Any student who has been exclusively absent from a course may be required to withdraw from that course without credit. Students who expect to be absent from class for more than five days should notify their dean promptly.

Students absent from classes more than two days for illness should be under a doctor's care. Students who are absent five days or more for illness should present to Student Health Services a certificate of fitness from their physician or be examined at the University Clinic.

## **Absence for Religious Reasons**

According to Chapter 151C of the general Laws, Commonwealth of Massachusetts, any student in an educational or vocational training institution, other than a religious or denominational educational or vocational training institution, who is unable, because of his or her religious beliefs, to attend classes or to participate in any examination, study, or work requirements on a particular day, shall be excused from any such examination or study or work requirement, and shall be provided with an opportunity to make up such examination, study, or work requirement that may have been missed because of such absence on any particular day; provided, however, that such makeup examination or work shall not create an unreasonable burden upon such school. No fees of any kind shall be charged by the institution for making available to the said students such opportunity. No adverse or prejudicial effects shall result to students because of their availing themselves of the provisions of this section.

## **Withdrawal, Leave of Absence, and Reinstatement**

Students who wish to withdraw from the University or take a leave of absence must submit their requests in writing; mere absence from class does not reduce financial obligations or guarantee that final grades will not be recorded. Undergraduate degree candidates submit their requests to the University Service Center; Metropolitan College part-time and non-degree students file with the Dean's Office of Metropolitan College or the Office of the University Registrar; all others file their requests at the Dean's Office in their School or College of enrollment. A withdrawal or leave of absence is effective on the a signed request is received in the appropriate office; tuition and fees are cancelled in accordance with the University's refund schedule, which is published by the Office of the University Registrar and is available at [www.bu.edu/reg](http://www.bu.edu/reg).

Students who are voluntarily absent for one or more semesters without officially taking a leave of absence may jeopardize their privilege to return, and must contact their school or College at least eight weeks before the start of the semester to inquire about reinstatement. Students who, during their absence from the University, have enrolled as degree candidates at another institution must reapply through the Admissions Office as transfer students. The individual Schools and Colleges may have additional stipulations regarding withdrawal and leaves of absence.

Students who have left the University for medical reasons may be required to provide a letter from a physician stating that they are able to return.

## **Suspension or Dismissal**

Boston University, through its various faculties and appropriate committees, reserves the right to suspend or dismiss any student for failure to maintain a satisfactory academic record, acceptable personal behavior, or satisfactory standards of health.

Copies of Boston University's *Code of Student Responsibilities* are available from the Office of the Dean of Students, East Tower, George Sherman Union, 775 Commonwealth Avenue, Boston, MA 02215.

## **Transcripts**

Current students may order transcripts online through the "Transcript Preview and Ordering" option on the Student Link; there is a \$3 fee, payable by credit card, for each official transcript ordered online. In all other cases, requests for official transcripts must be made in writing, either by letter or by completing a transcript Request form available online at [www.bu.edu/reg](http://www.bu.edu/reg) or at the Office of the University registrar. Please include the following information: full name, including any former names; signature; Boston University ID number or Social Security number; Schools attended and dates; degrees awarded; and complete addresses of transcript destinations. The fee is \$5 for each transcript requested in writing, and payment must accompany the request. Processing time for transcript requests is about two business days. The Registrar's Office does not accept faxed transcript requests. Transcripts can be sent by DHL for an additional \$14 per destination to locations within the continental United States. For other destinations, please contact the Transcript Department for the cost. Unofficial transcripts can be obtained in person at the Registrar's Office. Please note that the Registrar's Office does not mail unofficial transcripts.

## **Name Changes or Corrections**

Misspelled names on official University documents can be corrected by presenting a current driver's license or other form of identification to the Office of the University Registrar.

Currently enrolled students who wish to change their names must present sufficient reason and identification to the Office of the University Registrar. Upon approval, the student will be asked to complete a Name Change form.

For students who are no longer registered or who have graduated, legal documentation (e.g. marriage license or court order) must be submitted to the Office of the University Registrar along with the request for the change.

## **Address Changes**

Students must notify the University of any local or home address changes. To do this, eligible students may update this information on the Student Link or complete a Personal Data Change form, available from the student's School or College, the University Information Center, or the Office of University registrar.

## **Sexual harassment policy**

Boston University is committed to the principle that no employee, student, or applicant for employment or admission should be subject to sexual harassment. The University strives to provide workplaces and learning environments that promote equal opportunity and are free from illegal discriminatory practices, including sexual harassment.

Sexual harassment is a violation of federal and state laws and University policy, as is retaliation against any individual who in good faith files a complaint of sexual harassment or cooperates in the investigation of such a complaint. Upon receipt of a complaint of sexual harassment or retaliation, Boston University will undertake a fair and thorough investigation, with due regard for the rights of all parties. Every reasonable effort will be made to protect the confidentiality of the parties during the investigation. After an investigation, any person who is found to have sexually harassed or retaliated against another will be subject to discipline, up to and including termination of employment and, if a student, expulsion from Boston University.

### **Definition of Sexual harassment**

Sexual Harassment is defined as sexual advances, requests for sexual favors, and any other verbal or physical contact of a sexual nature, whether intentional or unintentional, where:

- an individual's submission to or rejection of the conduct is made, either explicitly or implicitly, a term or condition of employment or of status in a course, program or activity, or is used as a basis for an employment or academic decision; or,
- the conduct has the purpose or effect of unreasonably interfering with an individual's work performance, academic performance, or educational experience, or of creating an intimidating, hostile, humiliating or offensive working, educational or living environment.
- examples of Conduct Which may Constitute Sexual harassment
- It is not possible to list all circumstances that might constitute sexual harassment. In general, sexual harassment encompasses any sexually related conduct which cause others discomfort, embarrassment, or humiliation, and any harassing conduct, sexually related or otherwise, directed toward an individual because of the individual's sex. Such conduct is subject to this policy whenever it occurs in a context related to the employment or academic relationship.
- a determination of whether conduct constitutes sexual harassment is dependent upon the totality of the circumstances, including the pervasiveness or severity of the conduct.
- The Massachusetts Commission Against Discrimination lists the following as examples of conduct which may constitute sexual harassment:
  - Unwelcome sexual advances—whether they involve physical touching or not;
  - Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body; comment about an individual's sexual activity, deficiencies, or prowess;

- Displaying sexually suggestive objects, pictures or cartoons;
- unwelcome leering, whistling, brushing against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; and
- Discussion of one's sexual activities

In order to constitute sexual harassment, conduct must be unwelcome. Conduct is unwelcome when the person being harassed does not solicit or invite it and regards it as undesirable or offensive. The fact that a person may accept the conduct does not mean that he or she welcomes it.

As a university, Boston University, its employees and students also must be aware of the need for freedom of inquiry and openness of discussion in its educational and research programs, and must strive to create and maintain an atmosphere of intellectual seriousness and mutual tolerance in which these essential features of academic life can thrive. No university can or should guarantee that every idea expressed in its classrooms or laboratories will be inoffensive to all; pursued seriously, education and scholarship necessarily entail raising question about received opinions and conventional interpretations. Boston University does guarantee, however, that credible accusations of inappropriate sexual remarks or actions will be investigated promptly, thoroughly, and fairly.

## **Complaints**

If you have questions or concerns about sexual harassment, or if you wish to file a complaint of sexual harassment, you are strongly encouraged to contact immediately the appropriate office listed below:

*Faculty, staff or applicants for employment:* Contact the Office of Equal Opportunity, 25 Buick Street, 617-353-9286. Medical campus employees and applicants may also contact the Medical Campus Office of human resources, 560 Harrison Avenue, Room 401, 617-638-4610.

*Students:* Contact the Office of the Dean of Students, 775 Commonwealth Avenue, 617-353-4126, or the Office of Equal Opportunity, 25 Buick Street, 617-353-9286. Students living in campus residence may also contact their local hall or area office.

*Applicants for admission:* Contact the Office of Equal Opportunity, 25 Buick Street, 617-353-9286.

*Employees covered by collective bargaining agreement:* Specific provisions of the agreement may provide additional options for addressing a sexual harassment complaint.

Some Schools and Colleges at Boston University have also established their own procedures for handling issues of sexual harassment. Faculty, students, and staff

who are members of academic units may contact the office of their dean to determine whether to use these complaint procedures.

Nothing in this policy is intended to limit the authority of Boston University to take appropriate disciplinary action against any individual who violates University rules or policies, whether or not the conduct constitutes sexual harassment under law of University policy.

### **State and Federal Agencies**

In addition to the above, you may file a formal complaint with the government agencies listed below:

#### **Faculty, staff, applicants for employment, or students:**

Massachusetts Commission Against Discrimination  
One Ashburton Place, Room 601  
Boston, Massachusetts 02108  
617-727-3990

#### **Faculty, staff or applicants for employment:**

United States Equal Employment Opportunity Commission  
John F. Kennedy Building  
475 Government Center  
Boston, Massachusetts 02203  
617-289-0111

### **Administrative Policies Relating to Federal Guidelines**

**Veterans Information** In cooperation with the Veterans Administration, the University participates in numerous veterans benefits programs, including educational assistance, rehabilitation, deferred payment, and tutorial programs.

Any student who is eligible for veterans benefits or would like more information about VA rules and veterans programs should contact the Boston University Office of the University Registrar, 881 Commonwealth Avenue, Boston, MA 02215; 617-353-3678.

### **Family Educational Rights and Privacy Act**

The Family Educational Rights and Privacy Act ensures confidentiality of student educational records and restricts disclosure to access by third parties, except as authorized by law. Parents of dependent students, as defined in Section 152 of the Internal Revenue Code of 1954, are accorded full access by the University to their dependents' educational records, with certain exceptions, and they may receive copies of their dependents' grade reports each semester from the Office of the

University Registrar. The University assumes that its undergraduate students are financially dependent unless a parent or the student informs the University Access Officer in the Office of the University Registrar that the student is financially independent. Students may provide this notification to the Access Officer via the Financially Independent Student form, a copy of which may be secured from the Office of the University Registrar.

Students have the right to inspect their educational records, with certain exceptions. If they believe these records are inaccurate, they may request an amendment and, if denied, have the right to a hearing and to place a letter of disagreement in their file if the outcome of that hearing is negative. Students are eligible under the Act to file a complaint with the US Department of Education Family Policy and Regulations Office, Federal Office Building Number 6, Room 3021, 400 Maryland Ave., S.W., Washington, DC 20202, if they believe Boston University failed to comply with the requirements of the Act.

The University's policies and procedures for implementation of this Act are enumerated in the *Notification of Student Rights Regarding Education Records*, copies of which are available to students at the Office of the University Registrar, 881 Commonwealth Avenue, Second Floor, Boston, MA 02215.

The University does not release personally identifiable information contained in student educational records except as authorized by law. Boston University has designated certain types of personally identifiable information as "directory information." These include the student's name; local or residence hall address, email address; and primary phone number; College of registration; degree program and major and minor; dates, honors, and awards received; and hometown for press releases. Students may restrict release of this information if they wish and this data will not be released by the University except as authorized by law.

The Student Activities Office (775 Commonwealth Avenue, Fourth Floor) and the Athletics Department (285 Babcock Street) may release or publish personally identifiable information on students who participate in officially recognized activities and sports. If students wish to restrict release and/or publication of this information, they should contact the Student Activities Office and the Athletics Department directly.

Students are informed of their rights under this law by the University Registrar. The parents of incoming freshman and transfer students each year are informed of their rights under this law, and how to exercise them, by the President.

**Equal Opportunity Policy** Boston University prohibits discrimination against any individual on the basis of race, color, religion, sex, age, national origin, physical or mental disability, sexual orientation, marital, parental, or veteran status. This policy extends to all rights, privileges, programs, and activities, including admissions, financial assistance, employment, housing, athletics, and educational programs. Boston University recognizes that nondiscrimination does not ensure that equal

opportunity is a reality. The University therefore will continue to take affirmative action to promote equal opportunity for all students, applicants, and employees. Inquiries regarding the application of this policy should be addressed to the Associate Vice President for Human Resources, 25 Buick Street, Boston, MA 02215; 617-353-4477

### **Disability Accommodation**

Boston University provides reasonable accommodations to eligible individuals with disabilities in conformance with Section 504 of the Rehabilitation Act of 1973 and with the Americans with Disabilities Act of 1990. Requests for disability accommodations must be made in a timely fashion to the Office of Disability Services, 19 Deerfield Street, Boston, MA 02215; 617-353-3658 (Voice/TTY). Students seeking accommodations must submit appropriate medical documentation and comply with the policies and procedures of the Office of Disability Services.

### **Complaint Procedures in Cases of Alleged Unlawful Discrimination or Harassment**

Boston University prohibits discrimination on the basis of race, color, creed, religion, ethnic origin, age, sex, disability, sexual orientation or other unlawful basis. The goal of the procedures outlined below is to ensure that non-discrimination is a reality at Boston University and that no person in the University community is subjected to such unlawful conduct. All members of the University community can assist in the furtherance of this goal by ensuring that complaints of discrimination are promptly directed to the departments or individuals who have been designated to receive them, in accordance with these procedures.

Any employee, student or applicant for employment or admission, who believe that he or she has been subjected to any form of unlawful discrimination may make a complaint. Unlawful discrimination includes sexual harassment as well as harassment based on an individual's membership in any other legally protected category. Boston University will conduct a fair and impartial investigation of all such complaints, with due regard for the rights of all parties. Retaliation against any individual who has made a complaint of discrimination, or who has cooperated in the investigation of such a complaint, is unlawful and in violation of Boston University policy. The purpose of these procedures is to ensure that all complaints of discrimination are thoroughly and fairly investigated by authorized University officials who have the necessary expertise.

Any complaint of discrimination should be referred to one of the Schools, departments, or individuals who are responsible for receiving or investigating such complaints. Any employee who receives a complaint but who is not specifically designated to formally handle such a complaint is responsible for directing the complainant or otherwise referring the complaint to the appropriate individual. All complaints, either verbal or written, must be referred to the appropriate office, as set forth below.

**Initiating a Complaint** The process outlined in this section applies to all complaints of discrimination, except those brought by students on the basis of disability. Students who wish to file a complaint alleging discrimination based on disability should file with the Office of Disability Services, in accordance with the procedures set forth in the last section of this document.

An employee, student or applicant for employment or admission who believes that unlawful discrimination has occurred may initiate a complaint either by meeting with the appropriate individual in one of the offices listed below, or by submitting a written complaint to that individual or office. The information provided in the complaint should be as specific as possible regarding the circumstances that precipitated the complaint. The complaint should include the dates and places of the incidents, the names of any witnesses any efforts to resolve the matter informally and their results, and any other pertinent information.

### **Offices in Which a Complaint of Discrimination May Be Initiated**

There are a variety of offices available to receive complaints from students, faculty, and staff who believe they have been subjected to unlawful discrimination.

**Complaints by Students** Students may initiate a complaint by speaking to the designated individual in the Dean's Office of the student's School or College, by speaking to a representative in the Office of the Dean of Students, or by contacting the Office of Equal Opportunity.

**Complaints by Members of the Faculty or Staff** Faculty or Staff may initiate a complaint by contacting the Office of Equal Opportunity, or by contacting the Office of Human resources. Employees in academic units may also initiate a complaint with the designated individual in the Dean's Office. Employees covered by a collective bargaining agreement may have additional options under that agreement for addressing complaints.

**Complaints from applicants for employment or admission, visitors, or other non-affiliated individuals** may be initiated in the Office of Equal Opportunity.

**Complaints from students, faculty, or staff at off-site locations** Any individual at an off-site location, such as Tyngsboro, Washington, D.C., overseas programs, etc., may bring a complaint to any of the above officers as appropriate, or to the on-site Director of the program.

The address and phone number for each of these offices is listed at the end of this document. Names of the designated individuals in the Dean's Offices of the Schools and Colleges may be obtained from the Dean's Office or the Office of Equal Opportunity.

### **Investigation and Resolution of Complaints**

The individuals and offices available to receive complaints, noted above, were selected to give all members of the University community the opportunity to initiate a complaint in a place in which they will feel comfortable doing so. These individuals and offices have the responsibility, after speaking with the complainant and/or reviewing a written complaint, to ensure that the complaint is directed to the proper office or individual for investigation.

The University has designated specific offices and individuals to investigate complaints of unlawful discrimination. Depending upon whether the individual accused of engaging in discrimination is a student, a member of the faculty, or a member of the staff, the investigation will be conducted by the designated office or individual with the appropriate expertise and jurisdiction to do so. The offices and individuals responsible for investigating complaints of discrimination are set forth below. In any particular case, the Provost or Executive Vice President may designate which office or individual will investigate a complaint. The University will ensure that no person who is the subject of a complaint will be assigned to investigate that complaint. The Office of Equal Opportunity, if it not conducting the investigation, and/or the Office of General Counsel will provide advice or assistance to the investigation process.

The investigation may involve meeting with the parties, interviewing witnesses, requesting written statements from the parties, informing the person whose actions are the subject of the complaint of the allegations and/or providing to that person a copy of the complainant's statement, and/or making any other appropriate inquiries. Before any adverse determination is made, the individual whose actions are the subject of the complaint will be informed as to the nature of the complaint, and will have the opportunity to respond.

The investigation should be completed promptly so that a decision can be rendered within 45 days of receipt of the complaint. If this is not possible, the complainant will be informed of the status of the investigation within 45 days.

A confidential record of all complaints, including their disposition, will be maintained by the investigation unit. The Office of Equal Opportunity will be informed of, and maintain a confidential record of, the nature of all complaints of discrimination investigated by other units, the names of complaining parties and respondents, and the final disposition of all complaints.

**Complaints Against Students**            The person who receives a complaint against a student will generally refer the matter for investigation to the Office of the Dean of Students, though if a School or College has an established internal process for investigation of complaints it receives against its students, the Dean of that School or College will decide if the complaint will be investigated in accordance with that process or by the Office of the Dean of Students. The investigating office will take any action that might be appropriate based on the results of the investigation, consistent

with the applicable provisions in the Code of Student Responsibilities or the disciplinary procedures of the School or College.

**Complaints Against Faculty members** The person who receives a complaint against a member of the faculty will refer the matter to the Director of Equal Opportunity, who will inform the Dean of the faculty member's School or College. If the School or College has an established internal process for investigation of complaints against faculty, the Dean of that School or College will decide if the complaint will be investigated in accordance with that process or by the Director of Equal Opportunity in consultation with the Dean or the Dean's designee. If the complaint also involves academic matters such as grades, curriculum, etc., the investigator will ensure that those matters are addressed by the appropriate officials within the School or College. The Dean of the School or College will be informed of the findings of the investigation and will determine whether further action is appropriate. Any action involving faculty will be consistent with the procedures outlined in the Faculty Handbook.

**Complaints Against Staff Members** The person who receives a complaint against a member of the staff will refer the matter for investigation to the Director of Equal Opportunity, who will inform the appropriate Dean or administrative head and the Office of Human Resources. The complaint will generally be investigated by the Director of Equal Opportunity. The Director of Equal Opportunity (or other designated investigator) will provide findings, in writing, to the Dean or administrative head, who will determine what action, if any, is appropriate. Action involving staff will be consistent with any applicable collective bargaining agreement and University policies.

### **Confidentiality**

Every reasonable effort will be made to protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the University's need to investigate the complaint and/or implement decisions made in order to resolve the complaint. It must be understood that in order to permit the University to carry out its obligation to investigate all complaints fairly, and to ensure that non-discrimination is reality within the University community, no representative of the University is authorized to promise complete confidentiality to any person who possesses information relevant to the investigation of a complaint, including the complainant.

Any individual who requests confidentiality *before* disclosing a complaint must be informed that because any apparent violation of Boston University Policy must be addressed, complete confidentiality may not be possible. An individual who insists on confidentiality as a condition of disclosing a complaint may be advised of the opportunity to consult with one of the University's medical or mental health professionals, with whom such matters may be discussed in confidence. However, consulting with these professionals does not constitute the initiation of a complaint. Medical and mental health professionals are not representatives of the University for

this purpose and are not authorized to investigate or respond to complaints of discrimination.

## **Appeals**

In the event that the complainant believes that the resolution of the complaint has not rectified the situation, an appeal may be made. The appeal should be filed with the Director of Equal Opportunity. In the case of complaints against students and staff members, the Director of Equal Opportunity will direct the appeal to the appropriate officer of the University for review and disposition. In the case of complaints against faculty, the Director of Equal Opportunity will consult with either the Dean of the School or College in which the faculty member is appointed (if the Dean did not make the decision being appealed) or the Provost to determine the appropriate officer of the University to whom the appeal should be directed.

An individual whose action(s) are the subject of a complaint may appeal adverse action taken as a result of the complaint. Students disciplined under the Code of Student Responsibilities should follow the appeal procedures outlined in that document. Faculty members should follow the procedures in the Faculty Handbook. Other employees should follow the grievance procedures outlined in the Personnel Policy Manual, or their collective bargaining agreement, whichever is appropriate.

These procedures shall constitute the grievance procedure mandated by the regulations implementing Title IX of the Education Amendments of 1972, and, for employees, the grievance procedure mandated by the regulations implementing Section 504 of the Rehabilitation Act of 1973. The procedure for student grievances under Section 504 is set forth in the *Student Grievance Procedure In Cases of Alleged Disability Discrimination*. The University's Director of Equal Opportunity, 25 Buick Street, 2<sup>nd</sup> Floor, tel. 617-353-9286, is the designated coordinator for the complaints arising under Title IX of Education Amendments of 1972 and Title VI of the Civil Rights Act. The Director of Disability Services, tel. 617-353-3658, is designated compliance officer for complaints arising under Section 504 of the Rehabilitation Act of 1973.

Questions about the University's Complaint Procedures in Cases of Alleged Unlawful Discrimination or Harassment may be addressed to the Office of Equal Opportunity.

Exceptions to these procedures may be granted by the President, Provost, Executive Vice President, Medical Campus Provost, or the General Counsel.

### **Offices where complaints may be initiated:**

Office of Equal Opportunity  
25 Buick St., Boston, MA 02215  
617-353-9286

Office of the Dean in the individual's School or College

Office of the Dean of Students  
775 Commonwealth Ave.  
Boston, MA 02215  
617-353-4126

Office of Human Resources,  
Charles River Campus  
Employee Relations representatives  
25 Buick St., Boston, MA 02216

Office of Human Resources,  
Medical Campus  
Director of Personnel  
Location: 560 Harrison Ave., Boston, MA  
Mailing Address: 715 Albany St., 560  
Boston, MA 02118  
617-638-4610

## **Student Grievance Procedure in Cases of Alleged Disability Discrimination**

Boston University prohibits discrimination against any individual on the basis of physical or mental disability. This policy extends to all rights, privileges, programs and activities, including housing, employment, admissions, financial assistance, educational and athletic programs. It is also the policy of Boston University to provide reasonable accommodations to persons with disabilities unless such accommodations would impose an undue burden or fundamental alteration to the program in question. The purpose of these procedures is to ensure that all complaints of discrimination based on disability are thoroughly and fairly investigated by the authorized units of the University. Boston University will conduct a fair and impartial investigation of all allegations of discrimination, with due regard for the rights of all parties. Retaliation against any individual who has filed a complaint of discrimination, or who has cooperated in the investigation of such a complaint, is unlawful and in violation of Boston University policy.

When a student believed that he or she has been discriminated against on the basis of disability, he or she may file, in writing a formal grievance with the Director of the Office of Disability Services, who is the University's compliance officer for Section 5-4 of the Rehabilitation Act of 1973. The statement should be as specific as possible regarding the action(s) or inaction(s) that precipitated the grievance: date, place, persons involved, efforts made to settle the matter informally, and the remedy sought.

If a student with a grievance alleging disability discrimination is also employed by the University, and the grievance arises out of the student's employment, the grievance may be filed under the University's *Complaint Procedures in Cases of Alleged*

*Unlawful Discrimination or Harassment.* If the Director of Disability Services receives a grievance which appears to allege disability discrimination arising out of a student's employment, the grievance may be referred to the appropriate office to be handled under the policy applicable to employees.

Where the grievance arises out of a decision made by the Office of Disability Services regarding a student's eligibility for academic or other accommodations, the grievance will be forwarded for investigation to the Provost. Grievances otherwise involving academic matters, for example, cases in which grades are disputed, will also be forwarded to the provost, who will determine which office(s) should conduct the investigation. Otherwise, the Director of Disability Services shall investigate the matters set forth in the written grievance. In conducting this investigation, the investigator may forward a copy of the grievance statement to the persons whose actions (or inactions) are the subject of the grievance, and may request a written response from appropriate individuals in the University. The investigator may also choose to interview witnesses, to meet with concerned parties, to receive oral or written statements, and to make other appropriate inquiries.

After completing the investigation, the investigator will forward a copy of a report and recommendation to the appropriate University official. If the complaint arises out of an academic unit, the report will be forwarded to the dean of the appropriate School or College, unless he is the subject of the grievance. In such cases, the report will be sent to the Provost. If the complaint arises from a nonacademic unit, the report will be forwarded to the administrative head of the unit, unless he is the subject of the grievance. In such cases, the report will be forwarded to the Dean of Students, who will forward it to the appropriate officer of the University.

Within forty-five (45) days of the filing of the grievance, the Provost, dean, or administrative head will render a decision on the merits of the student's complaint. If resolution is not possible within forty-five (45) days, the Provost, dean, or administrative head shall inform the student of the status of the investigation.

Copies of the decision by the Provost, dean, or administrative head will be sent to the student, the Provost (when not issued by him), and the Director of Disability Services. A copy may also be sent to the department and/or persons whose actions (or inactions) are the subject of the grievance, as appropriate.

In the event that the student is not satisfied with the resolution of the grievance, an appeal may be made. The appeal should be filed with the Office of Disability Services, who will direct the appeal and all appropriate records to the appropriate office of the University for review and disposition.

Copies of the decision will be maintained in the Office of the Provost and the Office of Disability Services.

These procedures shall constitute the grievance procedure mandated by regulations implementing Section 504 of the Rehabilitation Act.

Questions about the University's Student Grievance Procedures in Cases of Alleged Disability Discrimination should be addressed to the Office of Disability Services.

Exceptions to these procedures may be granted by the President, Medical Campus Provost, or the General Counsel.

### **Student Retention Information**

Statistics for the student retention rate at Boston University are available on request from the Institutional Research, 25 Buick Street, in accordance with the Education Amendments of 1976, Section 493A.