

## SILBERMAN SCHOOL OF SOCIAL WORK PROCEDURES FOR STUDENT ISSUES

Please follow the following procedures when situations of concern arise with students:

- As soon as you identify a concern (attendance, classroom participation, postings) that you feel will affect the student's ability to successfully complete the course, begin email documentation to the student outlining your specific concerns and possible outcomes if problems continue. Please let your chair know that you have identified an issue and cc them on emails when appropriate. Every chair will have different expectations about when you should involve them so you are encouraged to have that conversation with your chair. It is important to keep up-to-date clear documentation in case the issues continue and further action is necessary.
- If you encounter a specific and immediate problem, contact your chair and/or Jill Gandel for guidance in determining next best steps.
- Students with personal or ongoing classroom issues should be referred to the Acting Director of Student Services, Rob Lorey in room 304. Students with academic issues should be referred to advisors on the 4<sup>th</sup> floor for general assistance with matters such as time management and referrals to other support services such as the writing center and counseling center.

### **Procedure for Incompletes or No Credit Grades**

- Please reach out to your curriculum chair and/or Jill Gandel to discuss options you may consider offering students around NCs and INCs. You can also contact Student Services for clarification and additional information. Student Services will follow up with your student.
- If you plan to give a student an incomplete, please follow the protocol outlined in the [Student Handbook](#) and use the incomplete contract ([under Student Services](#)).
- Again it is very important to keep clear email documentation between you and the student-outlining expectations and deadlines and cc your chair.

### **Procedure for Students Who Contest a Grade:**

Students who contest a grade are asked to follow the steps below in order until they have achieved resolution:

- Meet with the professor to see if a resolution can be reached
- Request a meeting with the curriculum chair to discuss concerns
- Meet with Associate Dean for further discussion
- Request a formal appeal

**PLEASE contact Student Services** with any additional questions or concerns regarding our students: [rlorey@hunter.cuny.edu](mailto:rlorey@hunter.cuny.edu) and/or our Adjunct Liaison Jill Gandel for ongoing support on addressing teaching and classroom issues: [jgandel@hunter.cuny.edu](mailto:jgandel@hunter.cuny.edu). We are here to support you!