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SCHOOL OF BUSINESS & INDUSTRY

Academic Grievances Procedures

Students may grieve grades if they can provide proof of miscalculation, omission, or other actions posing a negative impact on grade received. The process is as follows:

ACADEMIC GRIEVANCE PROCEDURES

The formal grievance must be filed by the student within 30 working days during the new semester after the alleged problem has occurred or within 30 working calendar days after the student should have reasonably known of the alleged problem, unless extenuating circumstances cause it to be filed after the deadline.

A grievance will not be considered if it is not filed within the 30 working days during the new semester after the alleged problem has occurred or within the 30 working days after the student should have reasonably known of the alleged problem, unless extenuating circumstances cause it to be filed after the deadline. The SBI Dean, the SBI Associate Dean, and the appropriate SBI Chair will determine if an extenuating circumstance exists.

The steps in the Academic Grievance process are:

1. Before the formal grievance is filed by the student, the student must provide proof that he or she has met with the faculty member and was not successful in resolving the problem.

2. The student then meets with the Chair of the faculty member's department and presents the issue. The Chair has the responsibility of meeting with the faculty member and the student to determine the facts. Once the formal grievance has been filed by the student, then the Chair has 15 working days to render a decision to the student and faculty member. A folder is created for each student grievance which contains all materials related to the grievance. Additionally, once the formal grievance has been filed by the student, an SBI Student Grievance Action Form is initiated and placed in the student's grievance folder to track the official actions taken on the student's grievance.

3. If the student does not agree with the findings of the Chair, the student can appeal the decision of the Chair in writing to the Associate Dean. The appeal by the student must take place within 10 working days from the date of the letter delineating the Department Chair's response to the grievance. The student then meets with the Associate Dean and presents the

issue. The Associate Dean has the responsibility of meeting with the Chair and/or faculty member and the student to determine the facts. Once the formal appeal in writing is received by the Associate Dean, the Associate Dean has 15 working days to render a decision to the student, Chair, and faculty member.

4. If the student does not agree with the findings of the Associate Dean, the student may then appeal the decision in writing to the SBI Dean. The appeal by the student must take place within 10 working days from the date of the letter delineating the Associate Dean's response to the grievance. Once the written appeal has been received, the Dean has 15 working days to review the request and render a decision to the student, Associate Dean, Chair, and faculty member.

5. If the student does not agree with the decision of the Dean, the student has an additional recourse of filing a written grievance by submitting a completed Academic Grievance Form and supporting documentation with the SBI Grievance and Student Behavior Committee. The appeal by the student must take place within 10 working days from the date of the letter delineating the Dean's response to the grievance. Once the SBI Grievance and Student Behavior Committee receives the completed Academic Grievance Form and supporting documentation, the Committee has 30 days to conduct due diligence and render a decision to the student, Dean, Associate Dean, Chair, and faculty member.

6. The student has one final appeal to the Vice President of Academic Affairs. This should be in the form of a letter.

Revised and Adopted August 2016

SCHOOL OF BUSINESS & INDUSTRY STUDENT GRIEVANCE PROCEDURE

PURPOSE:

The purpose of this document is to define the Scope, Organization, and Procedure to be followed by the School of Business & Industry (SBI) Grievance Committee. This document specifies the procedure to be followed in disputes between students and faculty and/or staff.

SCOPE:

These procedures shall apply to situations involving student dissonance with academic and administrative policy and procedures within SBI. The Committee shall not operate to duplicate the functions of Florida A & M University (FAMU) units chartered to handle Student Code of Conduct found in the University Catalogue, University Policy, or Traffic Violations.

The SBI Grievance Committee shall consider complaints pertaining to matters generated within the School of Business & Industry, Florida A & M University. Complaints will be evaluated for jurisdictional responsibility and the plaintiff will be referred to the proper source for redress.

COMPOSITION AND APPOINTMENT:

The SBI Grievance Committee shall be a standing committee relative to the assignment of faculty members. It shall consist of five (5) members, three (3) faculty and two (2) students. Additionally, there is to be one alternate faculty and one alternate student committee member. The faculty members of the committee shall be appointed by the Dean, based on a slate of persons recommended by the SBI division directors in conjunction with the faculty. The two students shall be appointed based on student nominations and must be upper division students in good academic standing. The Dean shall also designate one of the appointees to serve as a convener of the SBI Grievance Committee. The Committee shall be appointed at the beginning of each academic year and shall serve the entire academic year.

MEETINGS:

The Committee shall meet for the purpose of considering student-filed grievances. Other meetings of a general and administrative nature may be convened at the call of the Dean or any member provided that at least 24 hours notice is given.

Once the grievance hearing begins, session shall be adjourned to a specific time and place until the final decision is rendered.

QUORUM:

A quorum shall consist of a minimum of three; including two faculty members.

GRIEVANCE PROCEDURES:

The formal grievance must be filed by the student within 30 working days during the new semester after the alleged problem has occurred or within 30 working calendar days after the student should have reasonably known of the alleged problem, unless extenuating circumstances cause it to be filed after the deadline.

A grievance will not be considered if it is not filed within the 30 working days during the new semester after the alleged problem has occurred or within the 30 working days after the student should have reasonably known of the alleged problem, unless extenuating circumstances cause it to be filed after the deadline. The SBI Dean, the SBI Associate Dean, and the appropriate SBI Chair will determine if an extenuating circumstance exists.

When reference is made to elapsed time in calendar/work days, the first calendar/work day following the occurrence of the event shall be counted as the first of this period.

STEP 1: Effort shall be made the aggrieved individual to resolve the grievance issue with the involved faculty, and or staff through personal conference prior to initiating this procedure. The aggrieved should state explicitly during the conference the nature of the grievance and the action desired. The involved faculty/staff should state clearly a response to the grievance or decline to respond in favor of entering the grievance process.

STEP 2: If, as the result of he conference, the grievance can not be resolved, the aggrieved may elect to file a written complaint with the involved faculty or staff member's immediate supervisor. The written complaint shall contain as a minimum the information listed in Attachment A.

The supervisor shall hold aggregate (all person concerned) conference with the parties in the grievance to gather information about the dispute. As a minimum the supervisor will attempt to ascertain the veracity of allegations in the complaint.

At the discretion of the supervisor and/or at the request of the parties to the dispute, the supervisor may hold a formal conference with all parties present. In the event each side may present evidence to support their side of the dispute.

The supervisor shall render a written decision to both sides regarding resolution of the dispute. Effort shall be expended to complete the process within ten working days from receipt of the complaint to issuance of the decision. If extenuating circumstances shall extend this period, a written decision shall be rendered with three (3) working days following the formal conference.

STEP 3: If either party disagrees with the decision of the supervisor, a written request for a hearing before the SBI Grievance Committee may be submitted to the Dean of SBI. The Dean shall direct the Grievance Committee to convene at the earliest practical time.

The Grievance Committee shall hear supporting evidence from each side of the dispute, including witnesses as appropriate.

Within five (5) days following close of the hearing, the Grievance Committee shall inform each side of its decision in written form. An official decision of the Committee requires a minimum of three committee members voting in favor of the decision.

The written decision of the Grievance Committee shall be provided to each party and the Dean. This represents the final action of the Grievance Committee. The parties shall have exhausted its remedies involving the Committee under the SBI Grievance Procedure.

STEP 4: The Dean, SBI, shall receive for review, a copy of the Grievance Committee's report which may include statements of dissenting members. Each party has five (5) working days within which to file a written appeal to the Dean. If no appeal is received, the Committee's report shall be ratified by the Dean and the dispute shall be closed.

If a written appeal is filed with the Dean, the Dean shall render a written decision within five (5) working days of the receipt of appeal. This decision is to be distributed to all of the involved parties and the SBI Grievance Committee.

Upon receipt of the Dean's written decision, the parties to the dispute shall have exhausted all its remedies under the SBI Grievance Procedure. No further action shall be entertained within SBI.

Note: No decisions or recommendation of the Grievance Committee shall abridge or supersede student, faculty or staff rights guaranteed by University, Board of Regents, or State of Florida policies, rules, and regulations.

RECORDS:

A copy of all written material related to a grievance shall be placed in a controlled file for the Grievance Committee, physically located and under the control of the Associate Dean. The Associate Dean shall retain items in this file until the statutes of limitations (as defined by the University Attorney) has expired.

**SCHOOL OF BUSINESS & INDUSTRY
STUDENT GRIEVANCE PROCEDURE**

ATTACHMENT A

(Must be legible – Please use Black/Blue Ink or Type)

Name: _____ Student # _____

Street or P.O. Box Address _____

City, State, and Zip Code _____

Phone # _____ Course Number and Section _____

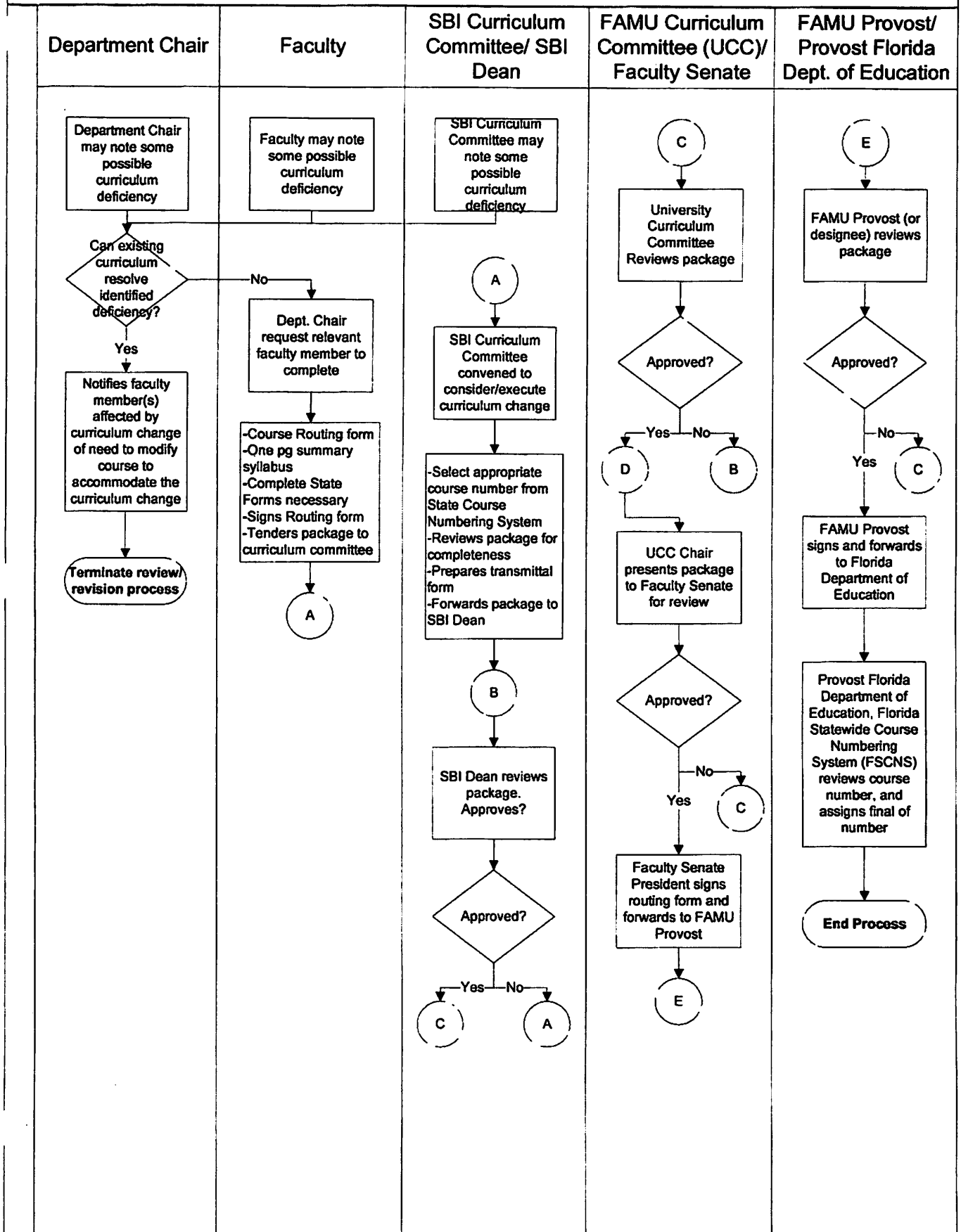
Course Name _____ Semester _____

Course Professor _____

1. Have you met with the involved faculty member through personal conference prior to initiating this procedure?(Provide documentation)
2. Explain in detail the nature of the complaint or grievance (Use attachments if necessary):
3. Documented evidence and/or Corroboration of your account of the grievance (Use attachments if necessary):
4. Indicate the action you desire to be taken in the resolution of this grievance (the more specific the better):

Signed: _____ Date: _____
Student's Signature

SBI Curriculum Change/Revision Process





Florida Agricultural and Mechanical University

TALLAHASSEE, FLORIDA 32307-6400

Excellence With Carine

TELEPHONE (850) 599-3565
FAX (850) 599-3533
Email: Shawnta.fridaystroud@famuedu

SCHOOL OF BUSINESS AND INDUSTRY
OFFICE OF THE DEAN


Procedure for Faculty Recruitment and Selection at SBI

Area Coordinators and the Assistant Dean are responsible for assessing the number of faculty members (in various disciplines) necessary to offer all courses in the school's curricula. The assessment incorporates current student enrollment, number of full-time faculty available to cover current course offerings, and projected growth in enrollment. When needs arise, Area Coordinators in collaboration with the Assistant Dean will request for new faculty positions from the Dean. Approval is needed in advance from the office of the Provost and Vice President for Academic Affairs to fill a faculty position.

The following procedure will be used in hiring new faculty in SBI.

1. Advertisement for Candidates will be coordinated by the Dean's Office with inputs from the Departments.
2. All the applications will be received and logged in by the Executive Assistant to the Dean.
3. All applications received will be forwarded to both the Area coordinators/Department chairs and the Area Search Committee for the areas affected.
 - Area search committee will be composed of three members elected by faculty in the area. One member of the committee must come from outside the discipline of the faculty position being filled.
4. As applications are received, the Office of the Dean will send letters to applicants acknowledging receipt of their applications.
5. Area/Department Search Committees in collaboration with the Area Coordinators/Department Chair will recommend to the Dean, a short list of candidates to be invited for interview.
6. Final list of candidates to be interviewed will be approved by the Dean.
7. The Dean will send rejection letters to rejected applicants
8. Logistical arrangements for candidate's visit will be coordinated by the Assistant Dean in collaboration with Area Coordinators.
9. Itinerary during the candidate's visit will at a minimum include the following:
 - Meeting with the Area Coordinators
 - Meeting with the Search Committee
 - Presentation of research to the faculty
 - Class presentation
 - Meeting with the Office of the Dean
10. The Search Committee will evaluate each candidate.

11. Within 3-5 days of all candidates being interviewed, the Search Committee should make a recommendation for selection to the Chair/Area Coordinators.
12. The Area Coordinator will make a recommendation to the Dean.
13. The Dean will make a recommendation to the Provost.
14. The Provost/President will issue a letter of appointment.



Shawnta Friday-Stroud, Ph.D.
Dean, School of Business and Industry
Florida A&M University

4-17-09

Date



Florida Agricultural and Mechanical University

TALLAHASSEE, FLORIDA 32307-6400

Excellence With Carine

SCHOOL OF BUSINESS AND INDUSTRY
OFFICE OF THE DEAN

TELEPHONE (850) 599-3565
FAX (850) 599-3533

Email: Shawnta.fridaystroud@fam.u.edu

Development of the SBI Strategic Plan

The process through which the strategic plan for the School of Business and Industry (School) is developed and maintained begins with the standing Mission Review and Revision/Strategic Planning Committee. This permanent school-wide committee is comprised of both junior and senior faculty representing various functional areas within the School. The committee follows the following process:

- a. Committee members review the strategic plan every year, and more frequently, as necessary. As an integral part of the larger University, whenever the University's plan and priorities change, the Committee reevaluates the School's strategic plan to assure that the School's plan remains congruent and consistent with that of the University.
- b. Feedback, suggestions, directives and other input related to the strategic plan may be provided to the committee at any time, from any member of the SBI community, and through administrative communications, from administrators of the larger University community.
- c. If the Committee feels revisions to the plan are necessary, or if the committee is directed to draft specific change proposals, the Committee will seek the input of all foreseeable parties to the proposed changes to establish the objectives. With the collaboration of those interested and affected parties, specific goals, strategies and performance measures, as necessary, will be proposed.
- d. This draft of the proposed statements is submitted first, to the dean of SBI, for feedback. Subject to agreement with the Dean, the School's strategic plan will be disseminated to internal stakeholders (faculty, students, administrators and various campus entities) and external stakeholders (public and private corporate partners and employers, alumni, and other interested constituents) as appropriate.
- e. Committee receives feedback, discusses the feedback, and makes any necessary changes.
- f. Draft two of the proposed plan is submitted to stakeholders for further feedback.
- g. Any further suggestions and feedback are discussed and incorporated as the Committee deems appropriate.
- h. The proposed strategic plan incorporating the two rounds of feedback/changes is brought before faculty for adoption.

Process for Modifying the SBI Strategic Plan

1. Dean of SBI appoints (reconstitutes) Strategic Planning Committee at appointed time for review
2. Committee convenes
3. Review latest edition of FAMU Strategic Plan for revision/changes
4. Review SBI vision statement: Is statement still adequate?
No: Revise vision statement and go to Step 5
Yes: Go to Step 5
5. Review SBI mission statement: Is statement still adequate?
No: Revise mission statement and go to Step 6
Yes: Go to Step 6
6. Review all strategic initiatives: Do strategic initiatives still support SBI mission?
No: Revise strategic initiatives as necessary and go to Step 7
Yes: Go to Step 7
7. Review all goals: Do goals still support strategic initiatives?
No: Revise goals as necessary and go to Step 8
Yes: Go to Step 8
8. Review all strategies: Do strategies still support goals?
No: Revise strategies as necessary and go to Step 9
Yes: Go to Step 9
9. Review all performance measures: Do performance measures still support strategies?
No: Revise performance measures as necessary and go to Step 10
Yes: Go to Step 10
10. Review responsibility assignments for achieving goals: Are responsibility assignments still appropriate?
No: Revise performance measures as necessary and go to Step 11
Yes: Go to Step 11
11. Assignment resources as necessary to complete SP revisions
12. Establish a completion date for revisions
13. Establish a review schedule to monitor and chart progress of SP revisions
14. Review SBI SP for conformity to FAMU SP

Process for Modifying the SBI Strategic Plan (cont'd)

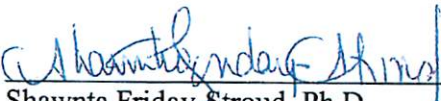
15. Submit revised SP to SBI Dean for approval: Dean approves?
No: Document Dean's changes and return to Step 4 above or later as required
Yes: Go to step 16

16. Present SP to SBI faculty for approval: Faculty approves?
No: Document faculty changes and return to Step 4 above or later as necessary
Yes: Go to step 17

17. Refer SP to Provost for approval: Provost approves?
No: Document Provost changes and return to Step 11 above or later as necessary
Yes: Go to step 18

18. Publish SP

19. Dean assigns responsibility



Shawnta Friday-Stroud, Ph.D.
Dean, School of Business and Industry
Florida A&M University

3-29-11
Date



Florida Agricultural and Mechanical University

TALLAHASSEE, FLORIDA 32307-6400

Excellence With Carine

TELEPHONE (850) 599-3565

FAX (850) 599-3533

Email: Shawnta.fridaystroud@famu.edu

SCHOOL OF BUSINESS AND INDUSTRY
OFFICE OF THE DEAN

SBI Continuous Process Improvement Model

1. Select process for improvement and define improvement objective (s).
2. Select and organize CPI team.
3. Develop flowchart for process
4. Identify process parameters to be monitored, and take baseline measurements
5. Modify process and take measurements
6. Does the process remain stable?
No: Identify cause of instability and return to Step 5
Yes: Go to Step 7
7. Is the process capable?
No: Go to step 8
Yes: Go to Step 14
8. Determine the cause (s) for the lack of process incapability
9. Identify and implement correction to process
10. Modify data collection plan as necessary
11. Collect data for revised process
12. Does process remain stable?
No: Remove modification and return to Step 9
Yes: Go to Step 13
13. Has the process capability been improved?
No: Retain change and go to Step 14
Yes: Go to Step 14
14. Is further improvement to the process possible?

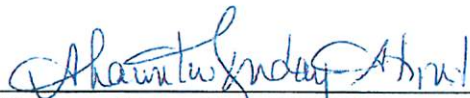
No: Go to Step 15
Yes: Return to Step 9

15. Does the modified process affect any other processes?

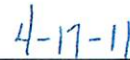
No: Proceed to step 16

Yes: Select next process for improvement

16. Standardize the process and continue to measure at decreasing frequency



Shawnta Friday-Stroud, Ph.D.
Dean, School of Business and Industry
Florida A&M University



Date

Basic Process Improvement Model

