Constitution and Bylaws of the Management Information Systems Department

Central Connecticut State University

Adopted by the Faculty
December 5 2001

Amended by the Faculty

May 15, 2002 May 8, 2003 October 08, 2003 November 12, 2013 Confirmed no Change: September 2020 May 6, 2022

NOTE: THIS DOCUMENT CONTAINS 2 SECTIONS

- The MIS Department Constitution which defines the primary characteristics of the department
- The MIS Department Bylaws which implement the Constitution

CONSTITUTION

ARTICLE 1

DEPARTMENT OF MANAGEMENT INFORMATION SYSTEMS

- 1.1. <u>DEFINITION OF THE DEPARTMENT</u>. The Department of Management Information Systems shall be composed of full-time faculty who are assigned to the department. Part-time faculty teaching courses in the Management Information Systems department shall be adjunct members of the Department with participatory, but not voting privileges for any matter that has long-term implications for the department such as election of the department chair, election of DEC members, Curriculum changes, and any committee assignments lasting longer than one year.
- 1.2. RESPONSIBILITIES AND OBJECTIVES OF THE DEPARTMENT. The Department shall provide academic offerings and programs in the field of Management Information Systems and Business Education to serve the educational and professional interests of the students of Central Connecticut State University. Individual faculty members serve students, faculty colleagues, and the administration of the University in fulfilling their academic and collegiate responsibilities and working for the continued progress and development of a strong academic community. The faculty shall be encouraged to engage in activities that will enhance their professional development and especially their educational contributions to the Department, the School of Business and the University. The Department and the individual members, thereof, shall meet the expectations and be governed by policies of the Board of Regents for the State Universities, the faculty collective bargaining agreement, and other regulations of Central Connecticut State University.

ARTICLE 2 DEPARTMENT PERSONNEL AND ORGANIZATION

2.1. THE FACULTY

- 2.1.1. Appointments of Full-Time Faculty. Whereas the initiative for a review of department needs for new faculty may be taken by any department member, the primary responsibility rests conjointly with the Chairperson, the DEC, and the department's Curriculum Committee on the basis of review and evaluation of the Management Information System Department programs. If, as an outcome of a review of department personnel needs, acquisition of a new faculty member is deemed necessary, action shall be initiated according to the provisions of the Department's Bylaws and BOR/AAUP Contract.
- 2.1.2.Renewal, Promotions, Tenure and Evaluation of Full-time Faculty. Procedures shall conform to those established by the Faculty Senate and the current collective bargaining agreement between the instructional faculty of the Connecticut State University, the Board of Regents for the State Universities of Connecticut and the Department's Bylaws.
 - 2.1.2.1. Recommendations concerning tenure, promotion and renewal shall be made by the Department Evaluation Committee (DEC) and conveyed by the DEC chairperson to the appropriate administration officers. Guidelines and criteria for evaluation established by the Faculty Senate and by the instructional faculty collective bargaining agreement shall be observed.
 - 2.1.2.2. In accordance with University regulations, the Departmental Evaluation Committee shall evaluate the teaching performances and general

effectiveness of individual faculty in fulfilling their professional obligations. The DEC shall make a professional assessment of each tenured faculty member every 6 years, except under special circumstances as described in the current AAUP-BOR contract. Non-tenured faculty shall be evaluated during the second semester of the first year of appointment and annually thereafter. Each faculty member shall read his or her own evaluation prepared by the DEC, acknowledge by signature, and shall have the opportunity to respond to the evaluation as described in the Department's Bylaws.

2.1.3. Part-time and Special Appointments.

- 2.1.3.1. Part-time and special appointments shall be conducted according to provisions of the Bylaws.
- 2.1.3.2. Part-time and special faculty shall be expected to administer student evaluations each semester for all courses all sections and submit them for review by the Departmental Evaluation Committee.
- 2.1.3.3. The Departmental Evaluation Committee shall devise a system of guidelines for part-time faculty to aid in the pursuit of their professional responsibilities and to enhance communication between them and the full-time faculty.
- 2.1.3.4. Annually, during the spring and fall semester, the Chairperson will review the performance of every part-time faculty member, using information obtained from a variety of sources, which may include the instructor himself/herself, the instructor's syllabus, and the DEC, in addition to other sources which may attest to credentials, experience and teaching in the subject matter area taught. Based on the outcome of this review, the Chairperson will make recommendations including non-renewal, renewal, and/or the need for additional professional development.

2.2. THE DEPARTMENT CHAIRPERSON

- 2.2.1.<u>Selection</u>. The Chairperson shall be chosen for a three-year term in accord with university policy as set forth in Faculty Senate legislation. The election shall be conducted before the end of the fourth semester of the incumbent's term of office. Election shall be by secret ballot in accordance with election procedures in the Department's Bylaws. Only full-time tenured and tenure track faculty may nominate and/or vote in elections for the Department Chairperson.
- 2.2.2. <u>Duties and Responsibilities</u>. The Chairperson is responsible for coordination of the affairs of the Department and, in conjunction with the appropriate committees, shall coordinate personnel, curriculum, budget, facilities, and interdepartmental and student relationships. The duties of the Chairperson shall include the following:
 - 2.2.2.1. Representing the Department in matters dealing with members of the administration and other departments of the University and working for the best interests of the faculty and students of the Department while regularly consulting with the faculty on all appropriate issues.
 - 2.2.2.2. Supervising staff personnel of the Department.
 - 2.2.2.3. Coordinating the advisory system for the Department's student majors and consulting with its students on departmental issues and curriculum matters. Those issues and matters requiring wider faculty participation shall be referred to the full faculty according to the procedures in the Department's Bylaws.
 - 2.2.2.4. Maintaining records of the Department.

- 2.2.2.5. Scheduling classes and making course assignments. Throughout the process, the Chairperson shall consult with faculty members and take into consideration the interests and professional experiences of the department members in order to make teaching assignments which will best suit the needs of the students, the faculty and the Management Information System's programs. Course selection and scheduling will be completed by all full-time members before any adjunct faculty is contacted or offered courses.
- 2.2.2.6. Endeavoring to create a working atmosphere that will facilitate the professional development of the faculty and students of the Department.
- 2.2.2.7. Calling and chairing Department meetings when needed.

2.2.3.Chair's Performance

2.2.3.1. Problems regarding the chair's performance shall be handled in accordance with the provisions of the Collective Bargaining Agreement.

2.3. DEPARTMENT COMMITTEES

- 2.3.1. <u>Designation and Functions of Departmental Standing Committees</u>
 - 2.3.1.1. The Curriculum Committee shall coordinate the formulation of all new courses and curricular programs at the undergraduate and graduate level for subsequent approval by the Department as a whole. In coordination with the Department, the Committee shall call for the creation of ad hoc committees and for volunteers to them for the purpose of development of new courses and programs. The Committee shall maintain continued evaluation of the Management Information Systems curricula. The Chair of the Curriculum Committee will send as the Department's Representative to the School of Business and University Curriculum Committees.
 - 2.3.1.2. Departmental Evaluation Committee. The Committee shall evaluate department full-time and part-time faculty members for renewal, tenure, promotion and professional assessment in accordance with procedures established by the Faculty Senate and the current Collective Bargaining Agreement. Specific procedures of the Committee are provided in Department Constitution and the Bylaws. The Committee shall also evaluate sabbatical leave requests.
- 2.3.2. Membership and Selection Procedures for Standing Committees. Members of department standing committees shall be full-time faculty members elected in the spring semester. Committees shall be constituted according to the following procedures.
 - 2.3.2.1. The Curriculum Committee shall consist of three members. Members shall serve two-year terms, with staggered terms established so that three members may serve no more than two terms, consecutively. The Chair of the Department's Curriculum Committee shall serve on the University and School of Business Curriculum Committee.
 - 2.3.2.2. Another Department faculty member shall serve as the representative to the University and School of Business Graduate Studies Committees and will also act as a liaison to the Department Curriculum Committee and the MIS Department.
 - 2.3.2.3. The Departmental Evaluation Committee shall consist of three tenured Professors. The term of service shall be one year. No one may serve on the

- Departmental Evaluation Committee who is being considered for promotion during the same academic year.
- 2.3.3. Other Standing Committees. The Department shall create other standing committees as are felt necessary. It shall also establish committee member selection procedures for each committee by a majority vote of the Department's members and follow this up by amending the Constitution.

2.3.4. Departmental Ad Hoc Committees.

- 2.3.4.1. Ad Hoc committees are designated for special purposes, usually on a temporary basis. At such times as an ad hoc committee is needed it will be designated through an election process initiated by a majority of the Department at a regular or special meeting. Ad Hoc committees dealing with Bylaws review or changes must be composed of tenured or tenure-track faculty members. The term of operation for an Ad Hoc Committee will be specified upon its creation.
- 2.3.4.2. Search Committee. An ad hoc committee shall be elected by the faculty and names forwarded to the hiring manager in accordance with the current CCSU Hiring Manuel.
- 2.3.4.3. Student-Faculty Relations Committee. The Committee shall work to promote good relations between students and all faculty, both full and part-time. It shall communicate student needs and concerns in educational and curricular matters to the Department and appropriate committees for consideration. This Committee shall make recommendations on the student advisement procedures of the Department.

2.4. MEETINGS OF THE DEPARTMENT

- 2.4.1. <u>Scheduling</u>. A minimum of six regular meetings shall be held during each academic year. These meetings shall be scheduled at uniform intervals during the year.
 - 2.4.1.1. Special meetings of the Department may be held to conduct business necessitated by deadlines or other circumstances that regular meetings may not provide for.
 - 2.4.1.2. Solicitation by the department's membership may be taken to call a special meeting. The action may be initiated by one-third of the full-time faculty through presentation of a written announcement providing notice to the Chairperson and all department members providing notice of at least five working days. Such a meeting will be conducted by the Chairperson unless the Chairperson is the subject of the meeting. In such case, the faculty members will vote by majority to determine who will preside over the meeting.
- 2.4.2.<u>Procedures</u>. Meetings shall be conducted according to procedures stipulated in the Department's Bylaws.

2.5. ADMINISTRATIVE CHANNELS AND LINES OF COMMUNICATION

2.5.1.<u>Department Representation</u>. The Department Chairperson shall be the coordinator of all administrative and academic matters concerning the department that involve administration officials or other departments. Whenever possible, the Department Chairperson, Department Committee Chairpersons, and representatives from the department to university and school committees will consult the department in a timely manner by official CCSU email, during department meetings, or through personal communications so that all department members have an opportunity to provide input regarding matters relevant to the department before any actions are taken.

ARTICLE 3

CURRICULUM AND ACADEMIC PROGRAMS

3.1. CURRICULUM SUPERVISION AND PLANNING

- 3.1.1. <u>Department Faculty Responsibilities</u>. Individual faculty are responsible for the quality of the courses which they are scheduled to teach and to:
 - 3.1.1.1. Maintain current syllabi for courses with a copy presented for filing at the department office.
 - 3.1.1.2. Continuously evaluate and improve their courses in terms of course content, accomplishment of instructional objectives and instructional practices.
 - 3.1.1.3. Evaluate courses involving some form of student response which shall be carried out each semester.
 - 3.1.1.4. Keep such evaluations on file and make them available for use by the Departmental Evaluation Committee for evaluation.
- 3.1.2. <u>Individual faculty are accorded the privilege of academic freedom in their instruction</u>. However, this should not be interpreted as authorization to alter the scope and content of course work beyond that outlined in the course description. Any questions concerning this shall be referred to the Departmental Curriculum Committee for resolution. In cases where that resolution is questioned, the matter shall then be referred to the Department for final resolution.
- 3.1.3. <u>Department Curriculum Committee Responsibilities</u>. The primary responsibility for evaluation and development of the Management Information Systems programs and curriculum is held by the Department's Curriculum Committee, and conjointly with the remaining faculty members. The committee shall initiate a review of all major parts of the curriculum every three years. A report of that review shall be made to the Department at a regular department meeting. The first such review shall be begun during the semester following ratification of this Constitution.
 - 3.1.3.1. Any member of the Department may initiate proposals for additions or other changes in the curriculum. These shall be referred _to the Department's Curriculum Committee.
 - 3.1.3.2. The Curriculum Committee shall act on curriculum matters by adopting and referring recommendations for action to the Department as a whole. Prior to referral, such recommendations may be presented at a meeting of the Department for discussion, clarification and resolution of controversial considerations.
 - 3.1.3.3. Proposals approved by a majority vote of the Department shall be submitted to the University Curriculum Committee by the elected department representative or alternate and the department member initiating the proposal.

3.1.4. <u>Student Advising</u>. Student advising is an essential function that faculty members provide to assist students in planning their courses. To that end, full-time department faculty members will advise students regarding their program of studies and course selection. Starting in their second year of employment, each full-time faculty member will advise students that have been assigned throughout the student's enrolment in the program. Student advising load will be divided as equally as possible within the specialization. Students will be assigned by the department chairperson according to the Bylaws.

ARTICLE 4 ADOPTION AND AMENDMENT OF THE CONSTITUTION AND BYLAWS

4.1. <u>ADOPTION</u> The Constitution and its Bylaws shall become effective upon a favorable vote by a majority of the Department's full-time faculty at a regularly called department meeting, and subsequent approval by the School of Business Dean.

4.2. AMENDMENT PROCEDURE

- 4.2.1.<u>Initiation of Amendments</u>. An amendment to the Constitution or its bylaws may be proposed by any tenured or tenure-track full-time department member at any regular department meeting or at any special department meeting called for such purpose during the academic year.
- 4.2.2. <u>Notice of Proposed Amendments</u>. Written copies of a proposed amendment shall be delivered to all department members at least 30 days in advance of the meeting date.
- 4.2.3. <u>Departmental Consideration</u>. The first action by the Department shall be to accept the proposed amendment for consideration or to reject it. Such action may be accomplished by a majority vote of tenured or tenure-track full-time department members.
- 4.2.4. <u>Adoption of Amendments</u>. Final action by the Department will be to consider the proposed amendment for incorporation within the Constitution and bylaws, along with any changes and/or recommendations resulting from the hearings. An amendment shall be adopted following approval by a majority vote of tenured or tenure-track full-time department members.
- 4.3. <u>REVIEW AND REVISION</u>. The Constitution and Bylaws shall be reviewed every two years during the fall semester. The department shall appoint an ad hoc Constitution/Bylaws Review Committee of three tenured or tenure-track full-time faculty members for this purpose. Revisions recommended by this Committee will be presented to the Department as amendments to the Constitution in accordance with amendment procedures in the Constitution.

BYLAWS TO THE CONSTITUTION

SECTION 1

DEPARTMENT PERSONNEL POLICIES AND PROCEDURES

1.1. APPOINTMENTS

- 1.1.1. <u>Department Needs</u>. The DEC, the Department chairperson, or the Curriculum Committee shall, in consultation with the Department, identify needs for new faculty and shall communicate and explain these needs to the appropriate administrative officers.
- 1.1.2. <u>Procedure</u>. When a faculty appointment is authorized for the Department, a Search Committee of three members shall be formed of full-time tenured or tenure-track faculty members of the Department, by department vote. All full-time members must be notified prior to the formation of the committee.
- 1.1.3. <u>Part -time Appointments</u>. In accordance with the constitution, the Chairperson shall, in consultation with the Department, identify needs for part-time faculty and shall communicate and explain these needs to the appropriate administrative officers.
 - 1.1.3.1. Procedures shall include but not be limited to:
 - 1.1.3.1.1. Screen the applications received and on file.
 - 1.1.3.1.2. The Department Chairperson shall forward the nomination through the appropriate administrative channels.
 - 1.1.3.1.3. During interim periods between college sessions, special action may be taken by the Chairperson to hire on a temporary basis for one semester only.

1.2. RENEWAL, PROMOTION AND TENURE

- 1.2.1. <u>Application</u>. Each year, according to the timetable established by the current AAUP-BOR contract, the Department Evaluation Committee (DEC) will notify in writing all faculty members who are eligible for renewal, promotion and/or tenure. Faculty members will be informed of (1) the fact and purpose of the evaluation, (2) the opportunity to submit materials to the DEC, and (3) the opportunity to appear personally before the DEC prior to the DEC's recommendation.
- 1.2.2. Action by Departmental Evaluation Committee. Applications will be forwarded by the faculty member to the DEC for initial action in conducting an evaluation of each faculty member concerned. The DEC will then make its recommendations.
- 1.2.3. <u>Student Opinion Surveys</u>. Faculty will seek student opinions regarding instruction, content, and delivery. For full-time faculty members, the results of student opinion surveys will be routed directly to the faculty member, for their submission to the DEC. Faculty members are encouraged to submit an interpretive commentary, which must be considered by the DEC. When they are returned to the department, they must be held until final grades are posted for the semester, and then returned to the effected faculty member. Student opinion surveys are confidential and only to be viewed by the faculty member, the DEC, and the Chairperson. The DEC will use the results of student opinion surveys for on-going faculty development
- 1.3. Each non-tenured full-time faculty member in the first year of appointment shall receive written evaluation of performance and a corresponding recommendation for renewal during the second semester of service. Thereafter, there shall be an annual written evaluation and recommendation

as required by the term of the appointment.

Recommendations for non-renewal of contract shall be made by the DEC and will be based upon unsatisfactory professional evaluations. Evidence must be given of severe deficiency in one or more of the criteria for professional assessment: quality of teaching, service to the college and/or research and publication, and professional activity. Such deficiencies shall be judged to render the faculty member's overall performance unacceptable.

In the above process, the DEC will initiate and carry out action to assist the faculty member in all possible ways to improve professional assessments.

SECTION 2

FACULTY TEACHING SCHEDULES AND ASSIGNMENTS

- 2.1. <u>PREPARATION OF COURSE SCHEDULES</u>. The Chairperson is responsible for preparing teaching schedules using the following procedures.
- 2.2. <u>CONSULTATION WITH FACULTY</u>. Department faculty members will meet at a regularly scheduled department meeting to discuss the schedule, including what courses will be offered each semester and the times of the course offerings. Members will have input, at regularly scheduled faculty meetings, special faculty meetings, or by other methods of communication, into the decisions involving who will teach a given course.
- 2.3. COURSE ASSIGNMENT. The Chairperson will assign course loads under the following guidelines.
 - 2.3.1. Course Preparations. Within the full-time teaching load, the maximum number of different course preparations for a faculty member shall normally be two. Faculty members' needs and preferences in times and days of class schedules shall be taken into account in teaching schedule assignments.
 - 2.3.2.<u>Class Size Limits</u>. In consultation with faculty, recommendations for optional class sizes shall be forwarded by the Department Chairperson to the appropriate administrative officers.
 - 2.3.3. <u>Part-time Course Assignments</u>. Part-time faculty will only be assigned courses and sections after full-time faculty are given the opportunity to give their course preferences for a given semester to the Chairperson.
- 2.4. <u>GUIDELINES FOR SUMMER AND WINTER SESSION SCHEDULING</u>. In addition to Sections 2.1 and 2.2, and 2.3 above, the following values and guidelines shall govern summer and winter session teaching assignments:
 - 2.4.1.The chairperson will communicate with and assign courses to full-time faculty members based on department and student needs. Usually, the chairperson shall assign the same course to a full-time faculty member on a regular basis.
 - 2.4.2.<u>All full-time faculty have the right of first refusal</u> for all course offerings before part-time faculty.

SECTION 3

DEPARTMENT MEETING PROCEDURES

- 3.1. <u>NOTICE OF MEETINGS</u>. The Chairperson shall call and chair Department meetings. In the event the Chair cannot preside he/she will designate a member to preside over the meeting.
- 3.2. <u>AGENDA</u>. A tentative agenda for each meeting shall be available to each Department member 5 days prior to the meeting. At that time additional agenda items will be requested. Substantive proposals that are on the agenda shall be attached to it.
 - 3.2.1. Additions to Agenda. An item may be placed on the agenda upon approval of the majority of the Department acting in a regular meeting.
- 3.3. <u>MINUTES</u>. Minutes of meetings shall be taken by faculty members on a rotating basis. The faculty member responsible for taking minutes will distribute them electronically within one-week of the meeting. These minutes are not distributed to anyone other than department faculty members until they are approved at a regularly scheduled faculty meeting.
- 3.4. <u>MEETING LENGTH</u>. The duration of the Department meetings normally shall not exceed one and one-half hours.

3.5. PROCEDURE

- 3.5.1. <u>Department meetings shall be conducted</u> according to procedures specified in the latest edition of Robert's Rules of Order.
- 3.5.2.<u>If any member requests a secret ballot for any issue</u>, it shall be honored. At least two members shall count the secret ballot, with the ballots being available for inspection by all. The person requesting the secret ballot must be one of the members responsible for counting the ballots. The ballots must be kept by the person requesting the secret ballot vote for one semester.
- 3.5.3. When a voice vote is performed, responses of "Aye," "Nay," or "Abstain" will be the standing procedure. The chairperson or any member may request a show of hands if the vote is in doubt. The minutes of the meeting will reflect a count of each type of vote.
- 3.6. <u>QUORUM</u>. A simple majority of full-time tenured and tenure-track members shall constitute a quorum.
- 3.7. <u>SPECIAL MEETINGS</u>. The Chairperson shall call a special meeting upon written request of one-third plus one of the full-time tenured or tenure-track members who prepare a proposed agenda, or as the need requires. Notice and an agenda for these meetings must be distributed at least 8 days in advance.

SECTION 4

ELECTION PROCEDURES

- 4.1. <u>CONDUCTED BY THE DEC</u>. Nomination and election of the Chairperson, Departmental Committee members and departmental representatives to university committees shall be conducted by secret ballot during a regularly scheduled faculty meeting by the Chair of the DEC.
- 4.2. <u>NOMINATION PROCEDURES</u>. The DEC Chairperson first shall solicit nominations for positions from all depart11fent members, publishing at the time of solicitation a list of continuing committee members and representatives and persons ineligible for nomination, whichever is appropriate. Department Chairperson nominations will only be taken from tenured department members and only tenured and tenure track department members may make nominations.

- 4.2.1. The Committee shall determine the willingness of each nominee to be a candidate. Each person nominated and willing to be a candidate shall be listed on the elections ballot. This ballot shall request a vote for as many persons as there are positions to be filled.
- 4.3. <u>ELECTION AND RUN-OFF PROCEDURE</u>. The election of committee members and department representatives shall be by majority vote of eligible department members. In the event that no nominee receives a majority, a second balloting shall be conducted. For a vacant position, the second ballot shall list the two persons receiving the highest number of votes. When there is more than one position, the ballot shall list, from the persons with the highest number of votes, a number equal to the number of positions plus one. The person receiving the second highest number of votes for University committees shall serve as the alternate for that committee.

SECTION 5

DEPARTMENT COMMITTEE PROCEDURES

- 5.1. <u>COMMITTEE ORGANIZATION</u>. Each standing committee shall organize itself for its operations at its first meeting of the year. This shall ordinarily occur in the month of September. Such organization shall include at least the following: election by majority vote for the office of chairperson and secretary for the year, and designation of a tentative schedule of dates for the semester's meetings.
- 5.2. <u>SELECTION OF COMMITTEE CHAIRS</u>. Only full-time tenured and tenure-track faculty members are eligible to Chair Departmental Committees. Committee chairs will be selected in accordance with procedures previously stated in the Bylaws.
- 5.3. <u>MOTIONS IN WRITING</u>. Before it may be voted upon at a meeting, any motion of a substantial nature shall be given in writing to every committee member.
- 5.4. <u>CLOSED MEETINGS</u>. The Chairperson of Departmental Evaluation Committee may call executive (closed) sessions of their committee when deemed appropriate.

SECTION 6 OPEN HEARINGS

- 6.1. MATTERS FOR HEARINGS. For any matter involving, but not limited to, a substantial addition to or revision of either the curriculum or the Constitution of the Department, there shall normally be a minimum of one open hearing in which all members of the Department shall be invited to participate.
- 6.2. <u>SPONSOR</u>. The hearing shall be conducted under the sponsorship of the appropriate committee. For matters not under the purview of a specific committee, the opening hearing will be chaired by a department member elected at a faculty meeting.
- 6.3. <u>NOTICE OF HEARING</u>. A notice of such hearing shall be in writing ten days beforehand; such notice shall include the purpose and subject matter of the hearing. Copies of the proposed addition or change shall be circulated to every member with the notice.
- 6.4. <u>CONDUCT OF HEARING</u>. Hearings will include a clear introduction to the topic and the opportunity for a careful review of its contents in their entirety. The sponsoring body shall take due notice of suggestions received at the hearing when framing its final report or proposal.

SECTION 7 STUDENT COMPLAINTS

- 7.1. <u>PRESENTATION OF COMPLAINTS</u>. Student complaints are related generally to questions concerning grades and/or other instructional considerations, although occasionally a personality conflict may occur. A majority of these complaints result either from some misunderstanding or from a communication breakdown. Complaints are normally presented in the following ways: 1. To the instructor directly; 2. To the chairperson; 3. To other faculty members.
- 7.2. <u>COMPLAINTS PRESENTED TO THE INSTRUCTOR</u>. All complaints should be a matter of serious concern to the instructor, and every effort should be made to reach some solution agreeable to both parties. As a first step, the complaint should be handled by the instructor. In general, this discussion should lead to a resolution of the complaint. In the event that a student remains dissatisfied, the instructor will schedule a joint conference with the parties concerned, student, instructor, and Department Chairperson. The instructor shall be responsible for clarifying the complaint and cite the basis for earlier action.
- 7.3. <u>COMPLAINTS PRESENTED TO THE CHAIRPERSON</u>. Upon receiving a complaint from a student, the Chairperson should ascertain whether or not the student has consulted the instructor concerned. If not, the student should be referred to the instructor to provide the opportunity for the complaint to be considered in the manner described in the section 7.2 of the Bylaws.
- 7.4. <u>COMPLAINTS PRESENTED TO OTHER FACULTY MEMBERS</u>. In the event that a student complaint is made to another faculty member, the faculty member should limit his/her involvement to referring the student to the instructor concerned. Faculty members are expected to maintain professional behavior and avoid eliciting complaints from students concerning another faculty member.

SECTION 8 STUDENT ADVISING

8.1. <u>STUDENT ADVISING</u>. Starting with the second year of employment, full-time faculty members in the MIS Department will be assigned students to advise at the beginning of their tenure within the MIS department and will continue to advise those students through graduation.

Verified on May 6,2022: Department Chair, Dr. Mark Jackson

Approved on May 6,2022: Dr.Joseph Farhat, Dean, School of Business

Dean's Comment: The Search Committee (Section 2.3.4.2) formation should follow CCSU Hiring & Search Procedure Manual