



The University of Texas at Dallas

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AGENDA

2018 SACSCOC Steering Committee Meeting

November 17, 2016

Update via E-mail

1. Announcements Serenity King
 - A. SACSCOC Work Plan: <http://dox.utdallas.edu/diagram1136>
& Annual Meeting Attendees:

| | | |
|------------------------|-------------------|-----------------|
| President Benson | Marilyn Kaplan | Inga Musselman |
| Courtney Brecheen | Serenity King | Ben Porter |
| Deanne Englert Britton | Kimberly Laird | Gloria Shenoy |
| Joshua Hammers | Murray Leaf | Beth N. Tolan |
| Jennifer Holmes | Michele Lockhart | Mary Jo Venetis |
| Karen Huxtable-Jester | Debbie Montgomery | |
| Calvin Jamison | Jessica Murphy | |
 - B. 87 of 96 Narratives Received by Nov. 1 Deadline. Thank you!
 - C. Complaint Procedures (see page 2)
2. QEP Update / Phase II: Development and Implementation Jessica Murphy

The QEP Development Committee is on-schedule and will have an updated proposal for early Spring.
3. Concerns / Questions from Committees Chairs/Co-chairs
4. Next Meeting: February 2017 Serenity King
5. Adjournment Serenity King

Complaint Procedures: THECB & SACSCOC

THECB

Responsible agency has changed from College Readiness and Success Division to Office of General Counsel (OGC); higher risk of not being informed if OGC refers complaint to SACSCOC.

Current:

"After exhausting the institution's grievance/complaint process, current, former, and prospective students may initiate a complaint with THECB by submitting the required forms along with evidence of their completion of their institution's complaint procedures. Complaints may be submitted using one of the following three options:

- Completing the online student complaint form (an updated fillable PDF version)
- Email
- Mailing forms to the Office of General Counsel (OGC)"

Previous:

"After exhausting the institution's grievance/complaint process, current, former, and prospective students may initiate a complaint with THECB by sending the required forms either by:

- Email
- Mailing forms to the College Readiness and Success Division"

SACSCOC

SACSCOC Policy: Complaint Procedures Against SACSCOC or Its Accredited Institutions

Current:

"Individual complaints will be retained in the SACSCOC files for a period of one year following final formal notification to the complainant regarding the resolution of the complaint. Based on complaints submitted during this period of time and/or on a series of notification letters to previous complainants that suggest a pattern of concern which may evidence a significant lack of compliance with the Principles that was not evident from any one individual complaint, SACSCOC may renew its consideration of the matter for whatever action may be appropriate."

Previous:

"Individual complaints will be retained in the Commission files. Should a number of individual complaints suggest a pattern of concern which may evidence a significant lack of compliance with the Principle that was not evident from any one individual complaint, the Commission may renew its consideration of the matter for whatever action may be appropriate."