



PRELIMINARY REPORT OF THE REAFFIRMATION COMMITTEE

Statement Regarding the Report

The Board of Trustees of the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) is responsible for making the final determination on reaffirmation of accreditation based on the findings contained in this committee report, the institution's response to issues contained in the report, other assessments relevant to the review, and application of the Commission's policies and procedures. Final interpretation of the Principles of Accreditation and final action on the accreditation status of the institution rest with SACSCOC Board of Trustees.

Name of the Institution: **University of South Carolina - Aiken**

Date of the Review: **November 5-6, 2020**

SACSCOC Staff Member: **Dr. Denise Y. Young**

Chair of the Committee: **Dr. William R. Fannin - CHAIR**
Professor of Management
The University of Texas Permian Basin
Odessa, TX

Section 12: Academic and Student Support Services

- 12.4 The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC.
(Student complaints) [Off-Site/On-Site Review]

Compliance

The university provides clear grievance procedures for academic and non-academic complaints. Using a stage process that begins as an informal discussion, the university employees a Ombud's person to provide students assistance with appointments available upon request and 6 open hours a week. The Ombud's person serves as a resource for students who may not be aware of every university channel to resolve their related issue. Procedures for formal complaints are outlined within the student handbook. The university also has a dedicated webpage related to student complaints through academic affairs that give guidelines for filling a complaint and also directs students to the option of filing a complaint with the South Carolina Commission on Higher Education. Although there have been no formal academic or non-academic complaints filed in the past 10 years, the institution states that such files would be securely stored in the Human Resource Department if filed.