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**Grievance** Continued from Page 1

scribe the differences between petition and grievance processes.

Moreover, the proposed rules codify the student financial aid appeal process and cover informal and formal procedures and mediation services.

Baker said University administrators usually try to deal with student grievances in a fair manner, but many of them are not sure what procedure to follow when handling complaints.

At the department level, where many decisions affecting students are made, the department heads have no administrative experience and sometimes make the wrong choices, Baker said.

"Students ... are meeting with a very thick and difficult to penetrate wall of bureaucracy when dealing with the University," she said. "It's nice to know there are ways to require the University to deal with

such problems.

"The basic intention is to give some real power to a student to get a result from the University administration," Baker said.

Swan said the ad hoc committee mainly took procedures from various departments that were already in place either formally or informally and put them into one set of rules.

Some alterations made include "beefing up" the mediation process and giving more purpose to the student-faculty committee on grievances, Swan said.

"Without even speaking to the question of importance ... the most fundamental need of all was to get them (the rules) in the same place," he said. "For people who are advising students or students working on their own, it is more useful if they can go to a single source."

The committee wanted to include the petition process in the proposed rules, but decided to leave the petition process in the hands of each department, Swan said.

Baker said the rules are needed to handle situations arising that do not fall under the current grievance procedures in place.

"Occasionally, we have a student that claims discrimination where there was no discrimination but there was unfairness," Baker said.

Students with a legitimate complaint sometimes loses their grievance because they file it with the wrong department, Baker said.

Kirk Bailey, ASUO affairs coordinator, said he is still studying the proposed rules and is unsure what stance the ASUO will take.

"The real important thing is getting students to know that the process is going to be changed," Bailey said. "It's too early to tell how this whole thing is going to work out."

The public hearing will be at 4 p.m. Friday, Jan. 19 in the EMU Walnut Room. Copies of the proposed rules can be reviewed at the president's and vice president's offices and the reserve section of the Knight Library.

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