

GETTING HELP

The College of Engineering strives to be an environment in which students can meet their educational goals without compromising their sense of integrity or identity. However, in an organization as competitive and diverse as the College of Engineering, problems can arise. In the event of such problems, there are places to go for help.

Academic Grievance

If there is justification to question the accuracy of an assigned grade, the student should first pursue the matter with the instructor. The responsibility for the assignment of grades is primarily that of the instructor and should be settled between the student and instructor whenever possible. Further pursuit of a grade grievance should be addressed with the instructor's Department Chair. The final appeal at the College level is by petition. Petitions may be obtained from the Engineering Academic Services Office, 1401 Lurie Engineering Center (LEC).

Other Academic Concerns

If you experience other academic problems, such as difficulty with faculty advising, and are hesitant to seek recourse within the College of Engineering, there are services available in the Rackham Graduate School. The following persons can provide information and/or Assistance:

Assistant Dean for Academic Programs & Grievance Officer

Rackham Graduate School

Phone: (734) 615-3682

Director of Graduate Student Life

Rackham Graduate School

Phone: (734) 647-6341

CoE Graduate Student Liaison

Andria Rose

Coordinator for Graduate Education Programs

Office of Graduate Education

Phone: (734) 647-7028

Non-Academic Grievances

Problems with students: [The Office of Student Conflict Resolution](#) addresses non-academically related grievances that involve U-M students. The scope of responsibility of the office is outlined in the [Statement of Student Rights and Responsibilities](#). If you believe a student is in violation of the statement, you may contact the Office of Student Conflict Resolution to learn about resolution actions.

Racial Discrimination and Harassment: Contact [The Office of Student Conflict Resolution](#), or contact the [Office of Institutional Equity](#).

Sexual Harassment: The [SAPAC \(Sexual Assault Prevention and Awareness Center\)](#) provides educational programming on sexual assault, prevention, awareness, sexism, dating violence and the various issues related to these topics. The Center also provides counseling and crisis intervention services for survivors of sexual assault or sexual harassment and their friends and/or family members. Individual counseling is available in person as well as over the phone through the Center's counseling phone line: (734) 936-3333. Counselors are available to assist at the hospital or with the police or at campus offices on a 24-hour basis. The Center provides all services to any member of the University community: student, faculty and staff

In addition to the services provided by SAPAC, Sexual Harassment Complaint Receivers on North Campus include the following persons:

Debbie Taylor
Director, Women in Science and Engineering Office
273 B Chrysler
Phone: (734) 647-7014

Dawn M. Tilbury
Associate Dean for Research and Graduate Education
1011 LEC
Phone: (734) 764-8224

General

[The Ombudsperson's Office](#) at the University is dedicated to assisting students with problems in any area of the University and cutting through bureaucratic red tape confidentially and promptly. The Ombudsman Office is committed to justice and fair treatment of all members of the University of Michigan community

Emotional Problems, Stress, Family Conflict

[The Counseling and Psychological Services \(CAPS\)](#) office at the University of Michigan has three areas of focus: clinical services, outreach and liaison, and training and professional development. Services to students include crisis intervention; brief personal counseling and short-term psychotherapy for individuals, couples and groups; consultation; and workshops on various informational and skill building topics. Consultation services are also available to University faculty and staff.

Legal Problems

[Student Legal Services](#) assists students with various legal problems. The staff includes attorneys who advise on legal rights and will represent students in court if necessary. Representation is routinely provided for indebtedness, landlord/tenant issues, housing, divorce, probate, criminal defense misdemeanors/felonies, employment termination, and driver's license restoration. **Representation cannot be provided against another student or the University.**