

CENTRO DE ENSEÑANZA TÉCNICA Y SUPERIOR

PROCESS TO ADDRESS ACADEMIC REQUESTS MADE BY CETYS STUDENTS

Academic grievances of students include aspects related to grades, conduct, attendance, academic insufficiency, use of drugs and all situations that are punishable according to the student rules and policies, be they curricular or extracurricular (student rules and policies 2011-2012 in general and in particular articles 3, 5, 11, 12, 16, 19, 26, 32, 36, 37, 38, 39, 43, 47, 48, 49, 50, 51, 52 y 53).

When an individual student or a group of students (such as the student body of a school) has an academic request or problem that requires attention, the student first addresses the situation with the corresponding faculty member, and if the situation is not resolved, then it is transferred to the adviser or coordinator of the group or program, who analyzes the case and speaks with the student or students (in the case of it being a group problem), and if necessary also speaks with the School Dean. It is common that the problem may be resolved there or the student is provided information regarding when and how the grievance will be resolved.

The School Deans report directly to the Academic Dean, who has eminently operative functions, and was created so the decisions emanating from the Vice-president of Academic Affairs be executed in practice, so if the problem is not resolved at the School Dean level, the corresponding Academic Dean of the Campus intervenes and if a satisfactory solution is not reached, then the College Dean gets involved who in turn tries to achieve a satisfactory solution with all those involved.

The Vice-President of Academic Affairs may intervene if the Academic Dean cannot resolve the case with the aid of the College Dean. The last formal instance that may address the situation and has extraordinary faculties to solve any problem is the President.

In practice, the problems are solved at the lower levels, eventually in some situations the Vice-president of Academic Affairs may intervene and the President almost never intervenes.

Also, collegiate advisory bodies intervene that are called upon by the corresponding Dean and they emit quality opinions for the Dean to use to normalize the criteria for the solution of the problems that arise. At the School Dean level there is the Technical Council that is comprised by the Academic Dean, the School Dean, the Academic Program Coordinators or those responsible for the Academic Program if no Coordinator exists, as well as faculty representatives; at the President's level, to support the President and the Vice-President of Academic Affairs there is the Institutional Educational Council, comprised by the President, the Vice-President of Academic Affairs, the College Deans, the Academic Deans and a faculty representative.