

School of Nursing Policy SON-08

Problem Solving and Conflict Resolution

Effective Date

Spring 2008

Last Revision Date

4/1/2022

Responsible Party

Students and faculty in the School of Nursing.

Scope and Audience

Students enrolled in the School of Nursing.

Additional Authority

BSU: Non-discrimination and Anti-harrassment (Policy 1060), Academic Probation and Dismissal (Policy 3000), Academic Grievance (Policy 3140), CHS: Dismissal (Policy 315)

1. Policy Purpose

The purpose of this policy is to provide clarification for the resolution of conflicts and problems within the School of Nursing. For academic grievances related to final grade appeals, the Boise State University policy named, “Grade Appeal” (#3130). For non- grade related grievances “Academic Grievance” (#3140) applies except in the case of sexual harassment or discrimination, covered in the “Non-Discrimination and Anti-Harassment” (#1060) policy.

2. Policy Statement

Students in the School of Nursing are provided the following methods to address group and personal concerns.

Student Process

Steps 1 and 2 allow for resolution of conflict before grievance is filed.

Step 1: When a student disagrees with clinical or didactic evaluations, assignment/project grades, or other actions not related to the final course grade the student must initiate within 10 days the following:

1. Write a statement explaining his/her disagreement and attach any supporting documentation and provide the documents to the instructor
2. Meet/discuss with the instructor involved
3. Initiate above process within 10 working days of identified conflict

Step 2: If the above process does not resolve the issues, the student must:

1. Discuss the process with the Program Director, within 15 working days of the identified problem. The role of this person is one of facilitation.

Step 3: If the above problem-solving method remains unsatisfactory and the student wishes to continue the matter. The student may meet with the Divisional Dean and/or the Associate Divisional Dean/Chief Nurse Administrator of the School of Nursing.

Step 4: If the above problem-solving method remains unsatisfactory and the student wishes to continue the matter. The student may initiate the University Grade Appeal process.

Lines of Communication

The chain of communication for individual concerns is:

1. Course Faculty
2. Program Director
3. Divisional Dean, School of Nursing and/or Associate Divisional Dean/Chief Nurse Administrator, School of Nursing
4. Dean of the College of Health Sciences
5. Dean of the Graduate College (if applicable)
6. Boise State Provost

7. Boise State President
8. State Board of Education

Mediation

The goal of the mediation is to allow all parties to see both sides of the issue, both the substantive issues as well as the feelings involved. Confidentiality must be maintained by all parties during all phases of the problem-solving process.

After meeting at least once with each other to discuss the disagreement, either party (faculty or student) may request mediation from the Boise State University Conflict Management Program through the Office of Student Rights and Responsibilities. The mediator is a neutral participant, unaffiliated with the Nursing School, trained in conflict negotiation, and whose services are free of charge. The mediation process does not disempower either person in the dispute and does not interfere with the School of Nursing policies and procedures.

3. Forms

N/A

4. Related Information

BSU: [Non-discrimination and Anti-harrassment \(Policy 1060\)](#), [Academic Probation and Dismissal \(Policy 3000\)](#), [Academic Grievance \(Policy 3140\)](#)

CHS: [Dismissal \(Policy 315\)](#)

SON: Dismissal (Policy SON-16)

Last Review Date

4/1/2022

Revision History

Spring 2008, Spring 2015, October 2021, 4/1/2022