9/11/23 GSAC meeting notes

What should be on the CoE Intranet GSAC page?
-mission statement, list of members with contact information and photos, agendas and notes from meetings
Do people know about the intranet? Is this a way for people to find information?
-probably not, but that is a different discussion.

What is a good way to be more transparent with admitted students about their offer letters, and how far that money will take them?
-could create an admitted students page
-could add a tab under each department page for admitted/new students
        -this page would have a sample offer letter, a cost of living calculator and links to other resources
-CHEGGS has a useful page that includes some information about neighborhoods and housing
-since each department has different dollar amounts in their offer letter it makes sense to have a sample letter with the CoE minimum and a note that people should check with their individual department to find out what their pay would be. Then use the sample letter to explain what is contained in the offer, and make clear what is and is not included.

Review of Grievance Policies
-what is required to be a grievance advisor?
-How many grievances are filed in a year? What is their outcome?
-Is it clear to people when they are formally engaged in a grievance procedure, versus being redirected to an informal process?
-is there a way to track how issues that are not a formal grievance are resolved? If people choose to go the informal route, does that leave bad situations open and unaddressed?
-can there be written records of complaints even if a formal process isn't allowed?
-can we make an "anonymous" process where students can share their concerns and on-going issues can be tracked without requiring the formal grievance procedure?
-can the complainant know the outcome of the grievance? How can we avoid the impression that nothing is happening?
-is there a record of complaints or issues?
-what is available when students have an issue with a non-academic department, like the Bursar's office or UHS?
-is there a way to track the number of advisor changes that happen?
-is there a way to track both intensity and duration of issues? Lots of small issues is important if they happen consistently, and a small number of very intense issues is importing if they happen just once or twice

Action items:
Joanna will look into what is possible with adding a tab on the department pages and start collecting content
Joanna will start collecting answers to the grievance questions