

OAKWOOD UNIVERSITY

ADMINISTRATIVE POLICY MANUAL

2010



PROVOST DIVISION

PROVOST TABLE OF CONTENTS

PROVOST

Quality Assurance..... PV-3
School Closure/Severe Weather Procedure..... PV-4
Suggestion Box..... PV-6
Customer Care and Complaint Resolution PV-7

Document Title: QUALITY ASSURANCE
Category: General Organizational Policies
Number:
Effective Date: April 19, 2010
Authority: Provost
Document Status: [] [] [] [] Revision Dates [] Replacement [X] Addition

Purpose:

Oakwood University commits to providing the very best service possible in delivering Christian education to its internal and external customers. Beyond its students, customers include parents, supporters, alumni, employers, other institutions, governments, research supporting agencies and surrounding neighborhoods.

Expectations for Quality:

With “Education, Excellence, Eternity” as our overall aim, we foster high level performance across the campus. Accordingly, institutional expectations include:

1. Classroom instruction in keeping with the highest standards of postsecondary education;
2. Student evaluation that is fair and consistent with student performance;
3. Student-life matters consistently addressed in a Christian manner and in keeping with written university policies;
4. Academic advisement that demonstrates concern for the best welfare and future of the student;
5. Teacher evaluation that leads to improved performance by the teacher and greater success for the students;
6. Departmental leadership and management in staff and academic areas that encourage growth and commitment to service in keeping with the mission of the institution;
7. Administrative leadership and decision-making that are data-driven and guided by the mission of the institution, strategic planning and annual evaluation;
8. Regular staff evaluation that results in enhanced performance and better customer service;
9. Office management that is efficient and effective, including:
 - a. Prompt response to correspondence;
 - b. Faithful answering of telephone calls and voicemail;
 - c. Friendly and helpful attitudes in personal interfacing with patrons;
 - d. Completion of assigned responsibilities within established deadlines.

While promoting quality in the pursuit of its institutional mission, Oakwood University strives to develop a “culture of quality” where the best is always expected and less than the best is unwelcome surprise.

Process:

Issues of quality should be directed to the Office of the Provost.

Document Title: SCHOOL CLOSURE/SEVERE WEATHER PROCEDURE
Category: General Organizational Policies
Number:
Effective Date: April 19, 2010
Authority: Provost
Document Status: [] [] [] [] [] Revision Dates [] Replacement [X] Addition

Introduction

The following procedure will govern the cancellation of classes and closure of the administrative offices of the University. Certain functions such as public safety, residential housing, physical plant, animal research, etc. require that the University never entirely close.

Authority

The Senior Vice President/Provost, in consultation with other administrative personnel, has the authority to cancel classes and close the administrative offices of the institution.

Assessment Procedure

When there is a threat of imminent severe weather that may pose a danger for the campus community, the following assessment measures will be taken:

- The Senior Vice President/Provost will contact the Director of Public Safety and direct that an assessment be made of impending weather conditions.
- The Director of Public Safety will utilize the following resources in the development of an assessment in addition to other resources that may be available:
 - Huntsville-Madison County Emergency Management Agency
 - National Weather Service
 - Local media sources
 - Counterparts at Alabama A&M University, University of Alabama - Huntsville, and Calhoun Community College
- The Director of Public Safety will notify the Senior Vice President/Provost of the assessment results, and make a recommendation.

Notification procedure

If the decision is made by the Senior Vice President/Provost to cancel classes and close administrative offices, the following notification process will take place:

- The Senior Vice President/Provost will contact the Director of Public Relations to have notification sent to the campus community using all or an assortment of the following mediums: email, voicemail, WJOU, front gate marquee, fax, etc.
- The Director of Public Safety will send a text message to all on and off-campus students via the emergency notification system.

- The Director of Public Safety will give notification to Oakwood Adventist Academy and Oakwood University Church.
- The Vice President for Student Services will give notification to Sodexo, and give special instructions to Residential Life Coordinators as appropriate.
- It will be incumbent upon staff to notify contractors who are working under their direction.

Egress Control

During the course of the campus being closed, Public Safety will only permit essential personnel, and residential students to enter the campus. Individuals from the community seeking shelter on campus will be directed to the Madison-Marshall County Chapter of the American Red Cross at (256) 536-0084 for shelter information. All non-essential deliveries will be denied.

Emergency Operations Center

Depending on the severity of the weather threat and the possibility of an evacuation, the President may choose to assemble the Incident Management Team and activate the Emergency Operations Center.

Post Incident Review

The Senior Vice President/Provost will make the decision to have a post incident review.

Annex Development and Maintenance

The Director of Public Safety, in consultation with the Provost/Senior Vice President, is responsible for developing and maintaining this annex.

Document Title: SUGGESTION BOX
Category: General Organizational Policies
Number:
Effective Date: April 2010
Authority: Provost
Document Status: [] [] [] [] [] Revision Dates [] Replacement [X] Addition

Purpose

One method to get a reading on and improve customer service is to receive feedback from patrons whose needs we promise to fulfill. Suggestion boxes assist in gathering such valuable first-hand information.

Process

Suggestion boxes are placed in those areas on campus where patron traffic is most frequent. The patron takes a blue card from the container to evaluate overall service and/or a pink card to recognize an employee who rendered very complimentary service. These cards are expected to be retrieved weekly, shared with appropriate persons designated on the cards, and filed in the Provost Office which is responsible for the entire process.

Document Title: CUSTOMER CARE AND COMPLAINT RESOLUTION
Category: General Organizational Policies
Number:
Effective Date: August 25, 2011
Authority: Provost
Document Status: [Jan 2011] [Oct 2017] [] [] Revision Dates [] Replacement [X] Addition

Purpose

Oakwood University places a high value on customer service. Customers are defined as students, parents, faculty, staff, administrators, other members of the campus community, and the general public. Oakwood wishes to protect the rights and freedoms of all its customers. At times a customer may not be satisfied with the service received at Oakwood University. Therefore, the University has put in place this customer care/ complaint/ grievance policy to guide in the resolution of such cases.

Responsibility for Resolution

The Office of the Provost at Oakwood University has been charged with the official responsibility for oversight of the processing of all written complaints from receipt to resolution and maintaining a log with the name of the person with the complaint, the date of receipt of the complaint, the person or office responsible for follow-up, the resolution, and date of resolution.

Procedure for Processing Registered Complaints Received in the Customer Care Center

Said complaints must be registered in writing (via the online portal, email or letter). Complaints received in the Customer Care Center are then acknowledged and sent to the unit leader directly responsible for follow-through in addressing the complaint. After reviewing and resolving the issue, a response, with a copy of their findings and/or resolution, is sent to the Customer Care Center for filing. A copy of the response is attached to the complaint and filed in a **Complaint Log** binder. Resolutions/findings forwarded to the Customer Care Center are filed with the original complaint and the log book is updated with the receipt date.

Procedures and submission forms are available in the Customer Care Center and on the university website under Customer Service. All actions are subject to review by the university provost, president and/or Board of Trustees.

Procedure for Processing Complaints/Grievances Received in the Office of Academic Administration:

Academic grievance: Students wishing to express concern about instructional matters are encouraged to follow the academic grievance policy as outlined in the Oakwood University Bulletin. This policy encourages students to resolve the matter with the instructor, if at all possible. If necessary, the next step is to seek resolution with the instructor's department chair and school dean. If this fails to bring satisfaction, the student should take the matter to the vice president for Academic Administration or designee, who may resolve the issue or submit it to the Academic Appeal Committee, in which case the student must submit a written report of the complaint to the chair of the committee. The Academic Appeal Committee will submit its recommendation to the vice president for Academic Administration for an action. All actions are subject to review by the university provost, president and/or Board of Trustees.