

UMD Graduate School

Statement on Conflict Resolution September 2009

Resolution of conflicts that may arise involving graduate students should always be attempted informally. The individuals involved in more formal conflict resolution will be different in certain situations, but the outline below is not meant to exclude any individual who might help and be appropriate in a particular situation. Rather it is meant as a general guide for students or faculty wondering about a next step in conflict resolution.

1. Conflicts between a graduate student and the instructor in a course concerning grading or other aspect of the course. Note, it is university policy that the instructor in a course has ultimate authority on grades, but attempts to address student's concerns should follow this route.

These conflicts should be addressed by the instructor, and then the Department Head and DGS as appropriate, and then the Dean/Associate Dean in question.

2. Conflicts between a graduate student and advisor

These conflicts should be addressed by the advisor, and then the Director of Graduate Studies in the Graduate Program, possibly to the Department Head of the advisor depending on the structure of the graduate program, and then to the Associate Vice Chancellor for Graduate Programs

3. Conflicts involving a graduate student and some aspect of degree requirements and/or progress toward a degree

These conflicts should be addressed by the advisor, and then the Director of Graduate Studies in the Graduate Program, and then to the Associate Vice Chancellor for Graduate Programs

4. Conflicts involving a research assistant and advisor concerning the research appointment

These conflicts should be addressed by the advisor, and then the Department Head and DGS as appropriate, and then the Dean/Associate Dean in question.

5. Conflicts involving a teaching assistant and the supervising instructor or department

These conflicts should be addressed by the instructor, and then the Department Head and DGS as appropriate , and then the Dean/Associate Dean in question.

6. Conflicts involving a teaching assistant and a student in one of the TA's courses

These conflicts should be addressed by the teaching assistant and the supervising instructor in the course, and then the Department Head and DGS as appropriate, and then the Dean/Associate Dean in question.