STUDENT SERVICES

COUNSELING SERVICES

The program of the Counseling Services Center provides counseling for all students at Texas Southern University. The program acts as a catalyst in the educational process by promoting a healthy environment in which the individual can learn, grow, and move toward achieving his or her maximum potential. Specifically, this program facilitates total human development by providing programs that effectively integrate classroom, social, and personal experiences.

Professional services are also provided in cooperation with community health and mental health agencies. A variety of seminars and workshops is planned for the purpose of enhancing student growth and development; these activities are presented throughout the academic year.

The Counseling Services Center is staffed by professional counselors, who adhere to ethical standards as outlined by the American Association for Counseling and Development.

STUDENT HEALTH SERVICES

The Student Health Service offers medical care and educational programs to all students currently enrolled at Texas Southern University. Students who have a validated ID card and a physical examination form with current immunization report on file are eligible for clinic services.

The Student Health Center is located off Tierwester Street at parking lot D. It is staffed by one physician, two nurses and supportive administrative/clerical personnel. To provide care when needed, the Clinic is open year-round and operates on a walk-in basis. The nurses are on duty Monday-Friday from 8:00am-5:00pm. The physician is available from 3:00pm-5:00pm daily. Students may contact the Clinic at (713) 313-7173.

The center is designed and equipped to render service for minor and acute ailments/injuries. On-hand medications/medical supplies available at the Clinic are dispensed free of charge to all students with a validated ID card for the current semester. Specific medications may be obtained from any pharmacy with a prescription written by the school physician. There are no facilities for overnight stay. Two rooms are available for short-term day observation.

For services beyond the scope of the University physician, students are referred to local health care providers. Expenses for services of these providers are the responsibility of the student, not the University. Consultations made within the University are free of charge.

No one can get information from your medical record without your written consent or a court ordered subpoena. A federal regulation, known as “HIPAA” (Health Insurance Portability and Accountability Act) requires that we protect the privacy of your health information.

The Health Service does not issue routine excuses from class or work.

Insurance. Students who reside in University dormitories are provided a basic hospitalization/accident insurance plan. The premium is included in the housing fee. This plan is available to ALL University students for a small fee. The premium is low and the coverage is minimal. Information is available at the Clinic.

After Clinic hours and on weekends, residence hall students should report any emergency situation or illness to the Dormitory Director. Students living in other University housing should contact Campus Security at (713) 313-7000.

Health Awareness Programs. HIV counseling and testing is available in the Center every week. The Center will be presenting informative health programs throughout the fall and spring semester. Information regarding these programs will be posted campus wide. The pamphlet on HIV infection developed by the Texas Department of Health is available.
STUDENT GRIEVANCES

Notice of Title IX Coordinator
Advisement on matters related to Title IX is readily available in the office of General Counsel. Although informal resolution is in most cases highly desirable to any parties involved, any claims based on a violation of Title IX should be directed to the Texas Southern University Title IX Coordinator:

Title IX Coordinator
Office of General Counsel
Texas Southern University
3100 Cleburne Street
Houston, Texas 77004-9987

The Title IX Coordinator may be reached in the Office of General Counsel, Hannah Hall, room 310, by phone at (713) 313-7950 or by fax at (713) 313-1906.

Title IX Student Grievance Procedure
Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance. Title IX of the Education Amendments of 1972 prohibits discrimination on the basis of sex in educational programs or activities that receive federal financial assistance. It is the policy of Texas Southern University not to discriminate on the basis of race, color, national origin or sex in its educational programs, activities, or employment.

The following procedure governs any case in which a student has a complaint, including but not limited to a complaint of discrimination on the basis of race, sex, sexual orientation, color, religion, and national or ethnic origin, against a member of the faculty, staff or administration of Texas Southern University. It shall not be utilized for sexual harassment complaints. Sexual harassment complaints shall be resolved pursuant to Texas Southern University's Sexual Harassment Policy and Sexual Harassment Investigative Procedure.

Inasmuch as an instructor's evaluation of the quality of a student's work is final, this procedure does not apply in any dispute about a grade assigned to a student by a member of the faculty unless it is alleged that the determination of the grade resulted from discrimination based on race, sex, sexual orientation, color, religion, or national or ethnic origin. Similarly, this procedure does not apply to any matter inherent in the academic freedom of an instructor, such as the syllabus or contents of a course of instruction. The procedure may not be used to complain about the quality of a course or the quality of instruction in a course. Such concerns should be addressed directly to the department in question.

A. Informal resolution. If at all possible, the student with a complaint (Complainant) is encouraged to bring a problem directly to the attention of the person whose actions he or she has found to be objectionable. Whether or not this is done, the Complainant may seek assistance and advice on how to secure an equitable solution of the problem from any administrator or faculty member of any school.

B. Filing of a written complaint. If the problem cannot be resolved by informal discussion or if the Complainant has chosen not to discuss the matter informally, the Complainant should submit a letter to the Office of the Associate Provost for Student Services describing the complaint and the facts upon which it is based (insofar as the facts are known to the Complainant), specifying the issue or issues in question and indicating what redress or resolution of the grievance is sought. The complaint should be brought to the attention of the Associate Provost for Student Services as soon as possible after the action giving rise to it, but in no case may a complaint be submitted later than forty-five (45) days after the action upon which it is based.

The Associate Provost shall investigate within three (3) weeks after the submission of the complaint and may try to resolve the complaint informally. At the Complainant's request, the Associate Provost may agree to discuss informally the complaint with the person complained against without identifying the Complainant; however, further investigation will not be undertaken until the Complainant is ready to be identified. If the complaint has not been resolved within this three-week period, the Associate Provost shall refer it to the Student Services Advisory Committee on Student Grievances (“Advisory Committee”) unless the Complainant indicates that he or she does not desire such a referral, in which case the complaint shall be dismissed. Within twenty-one (21) days of receipt of the referral from the Associate Provost, the chair of the Advisory Committee shall convene a hearing attended by the parties to the complaint to hear the complaint.
C. Review by the Associate Provost's Advisory Committee on Student Grievances

1. Composition. The Advisory Committee shall be composed of five (5) members appointed by the Provost. The Advisory Committee shall be a standing committee with members appointed annually at the beginning of the academic year. One student member and at least two faculty members shall be appointed to the committee. The remaining two members may be administrators, faculty members, or other individuals employed by the University. The committee shall elect a chair from among its members.

The Associate Provost shall serve as an ex-officio non-voting member of the committee and will participate fully in the committee's deliberations. The Associate Provost will be available to conduct such further investigation, as the committee deems appropriate.

Members of the committee who may be directly involved in the subject matter of any complaint are to recuse themselves during the review of that complaint. The Complainant and the person against whom the complaint is lodged shall have the right to challenge individual members of the Advisory Committee where such challenge is based on cause (e.g., close personal contact with one of the parties), but peremptory challenges will not be entertained. The Advisory Committee, excluding that person being challenged, will decide the disputed issues in cases of challenge, and its decision will not be subject to appeal. When members are excused or are otherwise unavailable to participate in the deliberations or have been successfully challenged for cause, the Provost will designate appropriate substitutes to serve for the duration of the pending case.

2. Deliberations. The Advisory Committee shall inform both parties in writing that it is reviewing the complaint. The person against whom the complaint has been lodged will be given a copy of the Complainant's letter describing the complaint if this has not already been done. Reasonable time (in no case less than one week and ordinarily within two weeks) is to be allowed between the receipt of the written notification and the date of the commencement of the review in order to provide the participants time to prepare for a meeting with the committee if either of the parties or the committee wishes it.

At the Advisory Committee hearing, the Complainant and the person complained against may each be accompanied by a member of the Texas Southern community (i.e., student, faculty member, administrator, or other employee of the University); however, these advisors may not act as legal representatives for the Complainant. These proceedings are non-adversarial in nature, and the advisors, although they may counsel the individual whom they are accompanying, may not participate directly in the proceedings.

The Complainant and the person complained of will have the opportunity to present information and witnesses deemed relevant by the Committee. The committee chair shall decide in the event of a disagreement regarding relevant witnesses or information. All documents considered by the Committee that relate to the actions of the person against whom the complaint has been filed may be inspected by that person. The Complainant will be permitted to inspect those documents or parts of documents directly relating to the Complainant's specific complaint that the committee deems relevant and concludes were not written under a presumption of confidentiality. Ordinarily both parties may be present when either party or any witness is being interviewed; however, the Committee may enter into closed session with or without one or both parties upon the vote of a majority of the members of the Committee (except that when any witness is being interviewed either both or none of the parties will be present as the Committee deems appropriate).

The Advisory Committee, having thus conducted its inquiry and having interviewed whatever further witnesses it deems necessary, will then deliberate without the presence of the parties and will, within twenty-one (21) days from the date of conclusion of the hearing, prepare and adopt a written report (1) stating its findings of fact and the conclusion, if any, it has drawn from these facts and (2) including a summary of the substance of testimony that the Advisory Committee has relied on in reaching its conclusions and that was heard in closed session if allowed by law. In a separate section of the report, the Committee may outline what actions, if any, it recommends be undertaken by the University to resolve the matter. The report of the Committee will be adopted only upon the majority vote of the members of the Committee who participated in the Advisory Committee's inquiry.

The Complainant may challenge the appropriateness of the Provost as the final arbiter of the complaint but must do so before the Committee's investigation has concluded. If it is shown by the Complainant to the Committee's satisfaction that the Provost cannot fairly decide the matter, then the Committee shall so inform both the parties and the Provost, and the
Committee shall submit its report to the President, or his or her designee, who will substitute for the Provost in the resolution of the complaint.

D. Final resolution of the Complaint by the Provost. The Committee will submit its report to the Provost ordinarily within seven (7) days after adoption by the Committee. The Associate Provost will permit the Complainant and the person against whom the complaint was lodged to inspect the Committee's findings of fact, conclusions, and summary of testimony in the report. Because the report is a confidential document advisory to the Provost, only the Provost is entitled to a copy of it. Neither of the parties is entitled to a copy of the report. The confidentiality of the report shall be maintained in accordance with the Family Educational Rights and Privacy Act and any other applicable state or federal law.

The Provost shall accept the Committee's findings of fact unless the Provost believes that the findings are not substantiated by the evidence presented to the Committee. The Provost may accept, modify, or reject the conclusions of the Committee and any recommendations it might have made. However, in any case where the Provost does not believe it is appropriate to follow the recommended actions of the Committee, the Provost will discuss the matter with the Committee and explain the reasons for not doing so. The Provost will then make a decision on the matter and convey his or her decision in writing to the Complainant, the person against whom the grievance was lodged, and the Committee; the Provost's decision will include his or her conclusions about the issues raised in the complaint and the remedies and sanctions, if any, to be imposed.

The Provost's decision shall be final. The Provost's decision may be to take any actions as may be within his or her authority (e.g., issue any oral or written warning or reprimand to the individual against whom the complaint was lodged; permit a Complainant to participate in an educational program or activity; institute academically appropriate procedures whereby a Complainant's grade may be reviewed). If the remedy deemed appropriate by the Provost is beyond his or her authority, the Provost will recommend the initiation of such action (disciplinary or otherwise) in accordance with applicable University practices and procedures.

The Provost's decision should ordinarily be rendered within thirty (30) days after the Provost receives the Committee's report.

E. Time Guidelines. If Texas Southern University is not in session during part of these proceedings or in instances where additional time may be required because of the complexity of the case or unavailability of the parties or witnesses, any of the time periods specified herein may be extended by the Provost. If a period is extended, the Complainant and the person against whom the complaint has been filed will be so informed.

F. Retaliation is Prohibited. It is contrary to state and federal civil rights laws and to University policy to retaliate against any person for asserting his or her civil rights, including filing a claim of discrimination or participating as a witness in an investigation. Retaliation or reprisals against any participant in an investigation will not be tolerated by the University. Retaliation against a person who files a claim of discrimination (including sexual harassment) is grounds for a subsequent claim by that person under the University's Retaliation Policy and Investigation Procedure. If a Complainant believes that he or she has been retaliated against as a result of filing a grievance, he or she may pursue a separate complaint charging retaliation by means of the University's Retaliation Investigation Procedure.

ANTE-RETAILATION

Policy. It is the policy of Texas Southern University that positive employee relations and morale can best be achieved and maintained in an environment that promotes ongoing open communication among administration, staff, faculty, and students, including open and candid discussions of problems and concerns. The University encourages staff, faculty and students to express their issues, concerns or opinions without fear of retaliation or reprisal. Therefore, the University wishes to make clear that it considers acts or threats of retaliation to constitute a serious violation of University policy.

Retaliation is any action that has the effect of punishing a person for engaging in a legally protected activity, such as alleging discrimination, making a discrimination or harassment complaint, or assisting in a discrimination or harassment investigation. The EEOC has determined that there are three essential elements of a retaliation claim: 1) engaging in a legally protected activity, 2) an adverse employment action, such as suspension, demotion, or termination and, 3) a causal connection between engaging in the protected activity and the adverse employment action. Other examples of adverse employment actions include but are not limited to harassment, intimidation, threats or coercion.

Retaliation against any person who seeks assistance from the Offices of General Counsel, Internal Audit, Institutional Compliance or Human Resources, or who files a claim of discrimination, including sexual harassment, is prohibited. Direct or indirect retaliation against anyone who, in good faith, raises or points out compliance-related violations or issues is also prohibited. There
shall be no retaliation against any participant or witness in an investigation of a complaint, grievance or compliance violation. Any employee who retaliates against a fellow employee or a student in violation of the law and/or this policy is subject to disciplinary action, up to and including termination of employment.

**Procedures.** All administrators, managers and faculty should take proactive measures to assure staff or students that the University encourages the reporting of problems and prohibits retaliation or reprisal for reporting such problems. Allegations of retaliation will be investigated pursuant to the University's Retaliation Investigation Procedures. Any employee who is found to have retaliated against a fellow employee or a student in violation of the law and/or this policy is subject to disciplinary action in accordance with the University's Discipline and Termination Policy, up to and including termination of employment.

An employee who has a complaint of retaliation by anyone at work, including any supervisor, co-worker, or visitor, should report such conduct to his or her supervisor. In addition, the employee should report the retaliation to the University's Employment Compliance Manager. If the complaint involves the employee's supervisor or someone in the direct line of supervision, or if the employee for any reason is uncomfortable in dealing with his or her immediate supervisor, the employee should go directly to the Compliance Manager. If the complaint involves the Compliance Manager, the employee should make a report to the University's General Counsel. For more information, contact the Office of General Counsel at (713) 313-7950.

**SEXUAL HARASSMENT**

**Policy.** It is the policy of Texas Southern University that all employees have the right to work in an environment free of discrimination and sexual harassment. As such, the University has a no-tolerance policy on sexual harassment. That means that any employee who sexually harasses a fellow employee or a student is subject to discipline, up to and including termination of his or her employment.

The University's sexual harassment policy is designed to apply to employment and academic relationships among faculty, administrators, staff, and students and prohibits male-to-female, female-to-male, faculty-student and same-sex harassment. Every employee of the University must avoid offensive or inappropriate sexual and/or sexually harassing behavior at work. Furthermore, the University's guidelines apply to all sexual advances, regardless of whether they are made in the office, outside the office, or during social or business occasions.

**Definitions.** Texas Southern University has adopted and incorporated the regulations of the Equal Employment Opportunity Commission (EEOC) and case law that define sexual harassment and hostile work environment. Prohibited conduct and activities include

1. Unwelcome sexual advances;
2. Requests for sexual favors, whether or not accompanied by promises or threats relating to the employment relationship or in any way influencing any personnel decision regarding a person's employment, evaluation, wages, advancement, assigned duties, shifts or any other condition of employment or career development;
3. Any verbal or physical conduct of a sexual nature that threatens or implies, either explicitly or implicitly, that an employee's submission to or rejection of sexual advances will in any way influence any personnel decision regarding his or her employment, evaluation, wages, advancement, assigned duties, shifts or any other condition of employment or career development;
4. Any verbal or physical conduct that has the purpose or effect of substantially interfering with an employee's ability to do his or her job;
5. Any verbal or physical conduct that has the purpose or effect of creating an intimidating, hostile or offensive working environment;
6. Certain conduct in the workplace, whether physical or verbal, committed by supervisors or non-supervisory personnel, including but not limited to references to an individual's body; use of sexually degrading words to describe an individual; offensive comments; off-color language or jokes; innuendoes; and sexually suggestive objects or behavior, books, magazines, photographs, cartoons or pictures; and
7. Retaliation against employees who report sexual harassment or assist the University in investigating a complaint is illegal and prohibited. Retaliation includes, but is not limited to, refusing to recommend an employee for a benefit for which he or she qualifies, spreading rumors about the employee, encouraging hostility from co-workers and escalating the harassment.

Prohibitions
1. It is a violation of the University policy for anyone to engage in sexual harassment as defined above.

2. It is a violation of the University policy for anyone who is authorized to effectively recommend or take personnel or academic actions affecting faculty, staff members or students to engage in sexual harassment as defined above.

3. It is a violation of University policy for anyone to offer sexual favors in order to obtain preferential treatment with regard to conditions of employment or academic standing.

4. It is a violation of the University policy for an administrator/supervisor to take personnel or academic actions as a reprisal or in retaliation against an individual for reporting sexual harassment.

5. As with other university policies, it is also a violation of University policy for anyone to make false accusations of sexual harassment or other misconduct.

Responsibilities of the University
1. Whenever there is a violation of this policy, prompt corrective action shall be taken by the University consistent with existing rules, regulations, and policies. The University shall take preventive and corrective disciplinary action, up to and including termination of employment, against any employee who engages in sexual harassment.

2. The University’s Compliance Officer shall be responsible for the coordination, dissemination, and implementation of this policy and shall work closely with senior academic and non-academic administrators to assure compliance with the provisions of this policy. The Office of General Counsel and the Human Resources Department shall serve as resources with regard to sexual harassment-related matters.

3. Each dean, director, department chairman and/or administrative officer of an operational unit shall cooperate with the Compliance Officer in the implementation and dissemination of this policy and in providing an environment free of sexual harassment. Such officials shall refer complaints arising under this policy to the Compliance Officer.

4. It is the obligation of every faculty, student and staff member of the University to adhere to this policy. Failure of supervisors promptly to investigate and report allegations of sexual harassment or failure to take timely corrective actions is a violation of University policy and may be considered a violation of the law. The University shall take appropriate disciplinary action, up to and including termination of employment, against any supervisor who fails to investigate, report and/or take timely corrective action in cases of sexual harassment.

5. The University shall exercise reasonable care to prevent and promptly correct any sexual harassing behavior, to safeguard against sexual harassment, and to prevent any harm that could have been avoided.

6. Retaliation against an employee who reports sexual harassment or assists the University in investigating a complaint is prohibited; any individual who retaliates against an employee under these circumstances will be subject to appropriate disciplinary action, up to and including termination of employment.

Complaints. An employee who has a complaint of sexual harassment by anyone at work, including any supervisor, co-worker, or visitor, should report such conduct to his or her supervisor. In addition, the employee should report the harassment to the University’s Compliance Officer. If the complaint involves the employee’s supervisor or someone in the direct line of supervision, or if the employee for any reason is uncomfortable in dealing with his or her immediate supervisor, the worker should go directly to the Compliance Officer. If the complaint involves the Compliance Officer, the employee should make a report to the University’s General Counsel. The University will work to investigate all complaints as quickly and as professionally as possible. When investi-
gations confirm the allegations, appropriate corrective action will be taken.

In the event the University learns that an employee has made a sexual harassment complaint in bad faith or has knowingly provided false information regarding a complaint, appropriate disciplinary action may be taken against the individual who provided the false information.

Confidentiality. The University will make every attempt to keep the information provided in the complaint and investigation process confidential to the fullest extent permitted by the circumstances and allowed by law. However, confidentiality cannot be guaranteed.

SERVICES TO STUDENTS WITH DISABILITIES

Introduction
Texas Southern University maintains an operating policy and associated procedures to ensure the understanding of the University's responsibilities regarding the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. The Provost/Senior Vice President for Academic Affairs and Student Services, along with the Associate Provost for Student Services, will review the policy on an annual basis and forward recommendations for revisions to the appropriate offices on the Campus, including the Human Resources Office.

The Americans with Disabilities Act (ADA) of 1990 mandates equal opportunities for persons with disabilities in all public facilities, programs, activities, services, and derived benefits. Section 504 of the Rehabilitation Act of 1973, as amended, mandates equal opportunity for qualified persons with disabilities in all programs, activities, and services of recipients of federal financial assistance. Both ADA and Section 504 are civil rights statutes which prohibit discrimination on the basis of disability, and they obligate colleges and universities to make certain adjustments and accommodations so as to offer to persons with disabilities the opportunity to participate fully in all institutional programs and activities.

Section 504 states, “A handicapped person is anyone with a physical or mental impairment that substantially impairs or restricts one or more major life activities, such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.”

For federally assisted programs or activities operated by post-secondary education recipients, the specific obligations with regard to handicapped students include, but are not limited to, the following:

- All programs and activities must be offered in the most integrated setting appropriate.
- Academic requirements must be modified on a case-by-case basis to afford qualified handicapped students and applicants an equal educational opportunity.
- A recipient may not impose upon handicapped students rules that have the effect of limiting their participation in the recipient’s education program or activity, for example, prohibiting tape recorders in classrooms or guide dogs in campus buildings.
- Students with impaired sensory, manual, or speaking skills must be provided auxiliary aids such as taped texts, interpreters, readers, and classroom equipment adapted for persons with manual impairments.

Texas Southern University provides all educational and other university-sponsored programs and activities to persons with disabilities in the most integrated setting appropriate. Students, employees, applicants, and other individuals with disabilities who are served by the University are not segregated, separated, or treated differently. The University does not require persons with disabilities to take advantage of all adjustments, accommodations, or special services.

Information
All communications from the University shall be made accessible to all students and employees concerning ADA and Section 504-related information. This includes student and employee policies, procedures, emergency evacuation plans, and other related information that shall be published in the student paper, student and employee handbooks, and the University’s personnel guide.
Oversight Committee

An executive ADA committee has been formed and given a formal charge by the President of the University. This committee is the Executive ADA/Section 504 Oversight Committee (“Oversight Committee”). The members of the Committee serve for terms of two (2) years. The President appoints new members at the expiration of each two-year term. Representation includes an individual from each of the following: Offices of the General Counsel, Student Services, Human Resources and Facilities, and the Thurgood Marshall School of Law. In addition, three members are chosen from the student body and faculty.

The Oversight Committee ensures that the University makes such modifications to its classrooms and testing requirements as are necessary to ensure that such requirements do not discriminate or have the effect of discriminating on the basis of disability. Specifically, the procedures include the following:

a. certify that an individual has a disability;

b. undertake reasonable steps to obtain a professional determination of whether or not academic adjustments/auxiliary aids are necessary and, if they are, what kind;

c. determine on an individual basis what academic adjustment(s)/auxiliary aid(s) TSU will grant and ensure that the academic adjustment(s)/auxiliary aid(s) granted is/are of an acceptable level of quality and effectiveness for each student making such a request on the basis of a disability;

d. provide students with a justification for denial of an academic adjustment/auxiliary aid or for the selection of another academic adjustment/auxiliary aid if the provided academic adjustment/auxiliary aid is different from that requested by the student;

e. provide students with a reasonable opportunity to submit additional information to TSU if their initial documentation does not support the request for academic adjustments/auxiliary aids; and

f. ensure that decisions regarding requests for academic adjustments/auxiliary aids are made in a timely manner.

With the start of the fiscal year 1999-2000, a University Compliance Manager (also the ADA/504 Coordinator) in the Human Resources Office assumed responsibility in coordination with the Oversight Committee for resolving issues arising under the ADA and Section 504. The University Compliance Manager is responsible for ensuring that the University is in compliance, responds to requests from the government, and provides notification to all appropriate members within the University. The University Compliance Manager also works closely with his or her counterparts who have been designated as coordinators in the various schools with regard to complaints.

Accessibility Issues

A designated representative in each building (for example, Hannah Hall, Bell, Fairchild, etc.) will serve as the point-of-contact for all ADA and Section 504 accessibility issues. That individual will be responsible for ensuring that all residents in the building are properly notified regarding ADA and Section 504 announcements and emergency evacuation plans. The representative will also work with the Facilities area to ensure that the buildings that the University owns and/or operates are maintained within the standards of compliance required by the relevant provisions of the ADA and Section 504.

Complaint Process

The purpose of this procedure is to provide the primary process for addressing student and employee complaints based on disabilities as are applicable in the ADA and Section 504 of the Rehabilitation Act of 1973. Any Texas Southern University student or employee may file a complaint if the situation warrants that action. A student grievance is a formal complaint filed by an individual enrolled in the University. An employee grievance is a formal complaint filed by an individual who is on the University's payroll. Either individual may file a complaint. Issues that are grieved include, but are not limited to

- Denial of accommodations that have been requested OR
- Insufficient accommodations

Texas Southern University has adopted an internal complaint procedure for providing prompt and equitable resolution of complaints alleging any action prohibited by the Title II portion of the ADA and/or Section 504 of the Rehabilitation Act. All complaints should be addressed to the University Compliance Manager at

Texas Southern University
Office of the General Counsel
3100 Cleburne Street
Houston, Texas 77004-9987
The following steps explain the procedure:

1. A complaint should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
2. A complaint should be filed within thirty (30) days after the complainant becomes aware of the alleged violation.
3. An investigation, as may be appropriate, shall follow a filing of complaint. The University Compliance Manager shall conduct the investigation. These rules allow for an informal but thorough investigation, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the University Compliance Manager and a copy forwarded to the complainant and Human Resources no later than fifteen (15) business days after its filing.
5. The ADA Coordinator shall maintain the files and records of Texas Southern University relating to the complaints filed.
6. The Compliance Manager will gather all the documents relating to the investigation and submit the documents with a summary of the case to the ADA/Section 504 Hearing Committee.
7. A hearing will be held within five (5) days of the Committee’s receiving the information.
8. The committee will issue a decision within twenty-four (24) hours of hearing the complaint.
9. The complainant can request an appeal of the case in instances where he/she is dissatisfied with the resolution. The request for appeal should be made within five (5) business days to Associate Provost for Student Services
   Texas Southern University
   3100 Cleburne Street
   Houston, Texas 77004-9987
10. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies.
11. Rules shall be constructed to protect the substantive rights of interested persons to meet appropriate due standards and to assure that Texas Southern University complies with the ADA in implementing regulations.

The Associate Provost for Student Services will appoint the ADA appeals committee. This committee, the ADA/Section 504 Hearing Committee, will hear all complaints and appeals related to ADA and Section 504. The Committee is composed of three students, two faculty members, and two administrative/staff members. A faculty member or administrative/staff member who is appointed chairs the Committee.

Hearing Procedures

1. The Chairperson will control the hearing and take whatever action is necessary to ensure an equitable, orderly, and expeditious hearing. As presiding officer, the Chairperson may remove anyone not complying with the rules and/or disrupting the hearing. Only clearly relevant and substantive objections will be allowed.
2. Legal or procedural rules of evidence will not be used in the disciplinary hearing.
3. All parties, members of the Hearing Committee, complainant, and the accused, may examine all available evidence and question witnesses.
4. The student and/or employee may bring a representative; however, it is not a requirement. The student and/or employee, or their representatives, may ask questions if necessary.
5. Witnesses will be heard one at a time, and they may be excused from the hearing by the Chairperson after testifying.
6. After all available evidence and witnesses have been examined and questioned, all persons except members of the Hearing Committee must leave the room.
7. Members of the Hearing Committee will then make a determination of the case and render a written recommendation to the complainant and to the Associate Provost for Student Services.

Complaints in the following areas will utilize the same complaint procedure previously described:
- The Thurgood Marshall School of Law
- The College of Pharmacy and Health Sciences
- All other colleges and schools combined

A copy of the final resolution resulting from the complaint procedure shall be provided to the appropriate officer in the school where the violation has occurred, to the Human Resources Office, and to the Office of the General Counsel.
OFFICE OF VETERAN AFFAIRS AND THE U.S. ARMY
RESERVE OFFICERS’ TRAINING CORPS (ROTC) PROGRAM

The Office of Veteran Affairs functions as part of the Office of the University Registrar and is organized to help support the educational process of persons who have served in the Armed Forces of the United States and who are eligible for educational benefits at the University. Through this office counseling is provided to facilitate the acquisition of benefits from the Veterans’ Administration. Advisement for the U.S. Army Reserve Officers’ Training Corps Program (ROTC) that is available through Texas Southern University is also provided by the Office of Veteran Affairs. This office may be contacted by calling (713)-313-7071. Of special note is the fact that students who participate in the U.S. Army ROTC Program at Texas Southern University are also cross-enrolled at the University of Houston.

The U.S. Army ROTC program exists as a series of college elective courses and field training activities which, when successfully completed, leads to a commission as a second lieutenant in the Active U.S. Army, the U.S. Army National Guard, or the U.S. Army Reserve. Military science courses are taken in conjunction with academic course loads. Participants must be full-time students to enroll in Army ROTC, and their securing of Army commissions is entirely separate from the pursuit of academic degrees. Academic degrees may be pursued in such fields as accounting, chemistry, history, etc.; however, they will not be in military science.

Most ROTC cadets first enroll in the two-year Basic Course (with no military obligation incurred) followed by enrollment in the two-year Advanced Course. Veterans may receive credit for the Basic Course and may earn commissions by enrolling in ROTC for two academic years in conjunction with the completion of one six-week summer camp. Four-year and three-year Green to Gold scholarship winners are also required to participate in the Basic Course military science courses. A baccalaureate degree must be conferred in order for a participant to return to Active Duty as a commissioned officer or to participate as a second lieutenant in the Reserve Forces.

There are monetary benefits to be derived from participation in the ROTC program. For each month of enrollment in the Advanced Course, participants will receive an allowance of $150.00 up to $1,500.00 per year for each of the two years. Participants are also paid for attending the six-week summer camp, usually between the junior and senior years of enrollment. Participants will also retain and receive all educational benefits earned while on Active Duty, even if they receive ROTC scholarships.

In the ROTC program, participants are not members of the Active Army so they earn no Active Army benefits. As a Green-to-Gold scholarship cadet, participants may not be in a Reserve Component; however, a two-year Green-to-Gold non-scholarship cadet may be in a Reserve Component. For the latter case, participants will be entitled to reserve pay and certain benefits.

As referenced earlier in this document, scholarships are available to students participating in the U. S. Army ROTC program. Detailed information on these scholarships, including the Green to Gold scholarships referenced above, may be obtained by calling (713)-743-3875.

DRUG AND ALCOHOL ABUSE PROGRAM

Subsequent to the Higher Education Amendments of 1986, all institutions of higher education are required to certify that they “have in operation a Drug Prevention Program that is determined by the institution to be accessible to any officer, employee or student at the institution.” From this mandate, the Substance Abuse Prevention, Education, and Intervention (SAPEI) program was established at Texas Southern University. A University-wide program managed through the Office of Student Services, SAPEI is governed by policies approved by the Board of Regents. The policies regulate the use of alcohol, drugs, or other controlled substances on the campus of Texas Southern University. Local, state and federal laws governing the use of alcohol, drugs, or other controlled substances are supported by this institution.

The SAPEI program is staffed by a licensed counselor and experienced support staff, as well as by volunteers consisting of University personnel, students, affiliate service providers, agencies and community groups.

The primary purpose of SAPEI is to educate the University family about the use and abuse of drugs and alcohol and to influence the choice to maintain a drug and alcohol free lifestyle. Program efforts include on-site counseling, referral, and treatment. Seminars and workshops are conducted throughout the academic year for all University constituents, as well as for some segments of the community.
The Drug and Alcohol Abuse Program is located in the Student Health Center. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday and by appointment after 5:00 p.m. and on weekends.

COOPERATIVE EDUCATION AND PLACEMENT SERVICES CENTER

The Cooperative Education and Placement Services Center has the major objective of assisting students and alumni with their employment-related needs. The Center is composed of four interlocking components: Career Awareness, Job Location and Development (JLD), Cooperative Education (Co-Op)/Internships, and Career Planning and Placement.

The Career Awareness component is available to students of all academic levels and is especially designed for undecided majors and/or those individuals who would like to chart new career directions.

The JLD component is designed to assist students in locating employment opportunities that will assist them in financing their education. AR students enrolled at the University are eligible to participate in this component.

The Co-Op portion of the Cooperative Education/Internships component is designed to integrate theoretical classroom learning with practical on-the-job application in all academic disciplines. To be eligible for placement in Co-Op positions (or paid career-related experiences), students must have completed a minimum of 30 semester credit hours with a minimum overall GPA of 2.00. The Internships portion of this component is designed to locate both paid and unpaid opportunities relevant to academic majors and minors. Internships are available to students at all academic levels and generally have some type of GPA requirement.

The objective of the Career Planning and Placement component is to provide support services that will enhance the abilities of students to make self-evaluations, determine career directions, acquire job seeking skills, prepare for employment and graduate school interviews, and secure job placements.

The Center is located in the Fairchild Building, Room 150. For further information, students should call (713)-313-7142 or (713)-313-7346.

UNIVERSITY TESTING SERVICES

Through the University Testing Services program, the following functions and services are rendered:

1. Provide local and national testing programs for its clientele.
2. Collect relevant and reliable psychometric information about the learner.
3. Collect relevant and reliable psychometric information about prospective students of Texas Southern University.
4. Provide test services and test consultations for various components within the University.
5. Provide counselors and admission officers with test profiles on all freshman students.
6. Provide academic advisors with test profiles and other relevant test data compiled on their advisees.

The University Testing Services program offers two specific programs: national testing programs and institutional testing programs.

A. National Testing Programs are testing programs which are administered nationwide in terms of date and time. They are controlled by test service centers external to the University. Those national testing programs which are currently conducted by University Services are

- American College Testing (ACT) Program Test
- Medical College Admission Test (MCAT)
- Law School Admission Test (LSAT)
- General Education Development (GED) Test
- Test of Spoken English (TSE)

B. Institutional Testing Programs are programs that are conceived, designed, implemented, and controlled by the University.

STUDENT SUPPORT: SPECIAL SERVICES

The student special services program at Texas Southern University is a federally funded college-support program, especially designed for matriculating students who may need additional assistance and innovative curricula to ensure their success in an academic environment. The program is also designed to help educationally and economically deprived and physically handicapped students to pursue graduate and professional education. To meet this goal, the student special services program considers the student's total environment for learning and developing at the University and in the community. Counseling, tutoring, innovative curricula, special summer sessions, and coordination of University services are utilized in an effort to assist students in the development of their potential.
RESIDENTIAL LIFE AND HOUSING PROCEDURES

Because the demand for student housing is quite large, facilities may not be available for all students who apply. In order for housing applications to be processed expeditiously, students need to request and submit the appropriate application for the type of accommodation desired.

Along with the application, the student must remit a security deposit and a non-refundable application fee at all housing locations. The application fee will not be credited toward the amount of room and board to be paid at registration. The deposit will remain with the University as long as the student is under the terms of the Housing-Food Service Contract. Refunds will be made upon written application and upon certification by the Residential Life and Housing Office that the room vacated was left clean and in good order. Costs for damages to facilities, furnishings and special cleaning will be charged against the deposit. Where responsibility cannot be established, costs will be divided among the occupants of the room/floor/building involved in the damages.

Housing Deposit/Application Fee Refund Policy
A housing/food service contract may be obtained by students for one academic year (that is, for the fall and spring semesters), and a deposit is required. Any student with a contract who does not return for the spring semester will forfeit his/her housing deposit. The deposit will also be forfeited if the student in question cancels his/her contract after residence halls open for one of the semesters covered by the contract. The deposit is refundable when the student in question can not be accommodated. All student requests for refunds of deposits must be made in writing at the end of the contract year, but before residence halls open for the first summer term of the academic year for which the deposit was made.

Housing Reservations
Reservations are made on a “first come, first served” basis. All domestic and international students should make applications with applicable fees as early as possible prior to the semester or term in which they wish to attend. Students may apply for housing before being accepted for admission to the University; however, admission is required for occupancy.

Assignments are made beginning in the month of April for the Fall Semester, and are made in December for the Spring Semester. Every effort will be made to honor specific room requests; however, room/hall assignments are made on a space-available basis.

Resident's Responsibilities
Students are cautioned to read carefully all terms and conditions stated on the application form, information bulletins, and housing/food service contracts. Students will be held accountable for adherence to the contents of all contractual information. Once a student is assigned to a room, he or she is responsible for its maintenance (i.e., keeping the room in good condition) and shall be held responsible to the University for damages to equipment and furnishings. Charges will be assessed for damages or defacements beyond normal wear and tear.

All residents are expected to familiarize themselves with and abide by the University Rules and Regulations. Violation of University Rules and Regulations could result in disciplinary action taken by the House Judiciary Committee, Head Resident Counselor, and/or the Office of Judicial Affairs.

The Residential Life and Housing Office is located in Room 126 of Lanier West, and the telephone number is (713)-313-7206. Information about near and off-campus student housing is available online at www.tsu.edu.
ERNEST S. STERLING STUDENT LIFE CENTER

As the “Hub of University Life”, the Student Center is a laboratory of citizenship and provides an educational experience for the development of successful leadership skills in numerous broad-based college union activities. The Center provides educational, cultural, social, and recreational programs as well as leisure activities for the entire University community.

This four-story structure in the center of the campus contains a 1,000-seat cafeteria, a 300-seat snack bar, pizza and ice cream shops, and the University Bookstore. Offices for the Student Government Association, the University Program Council, and Student Publications (Herald Newspaper and Tiger Yearbook), are also located here. Social events, special meetings, luncheons and receptions are held in the Tiger Room and the President’s Lounge. The Center houses a bowling facility, barber and beauty shops, a game room, a television room, reading lounges, a meditation room, and a terrace on the roof. It is also equipped to receive closed circuit television. Special features include an automatic teller machine for banking services, METRO bus pass service, and graphic services for campus clubs and organizations.

UNIVERSITY PROGRAM COUNCIL

The University Program Council is composed of students, staff, faculty, and administrators who work in collaboration with the Office of Student Services in implementing programs for the University community. The Council’s charge includes sponsoring a comprehensive list of social, cultural, intellectual, and recreational programs which enhance the total development of students.

STUDENT GOVERNMENT ASSOCIATION

The Student Government Association is the supreme governing body of Texas Southern University students. Comprised of three branches, Executive, Legislative and Judicial, the Student Government Association serves as a means whereby students’ opinions, views, and aspirations may be properly discussed and acted upon.

Participation in the co-curricular laboratory environment provided by the Student Government Association maximizes opportunities for leadership development and ensures student participation on University committees. Weekly meetings of the Student Government Association are held in the Student Center and are open to all students.

CAMPUS ORGANIZATIONS

The Office of Campus Organizations, which is housed in the Student Center, certifies over seventy (70) campus organizations each year serving the special interests of the campus community. Among those recognized organizations are undergraduate chapters of national fraternities and sororities and social, academic, recreational, religious, and para-professional organizations.