

1.2 Application Of the *Criteria*

Introduction

All Old Dominion University programs and services have been assessed in the institutional Self-Study. This includes programs and services provided

- on its main campus in Norfolk, Virginia;
- at its regional higher-education centers in southeastern and northern Virginia;
- at all its TELETECHNET (distance learning) sites throughout the state, the nation, and the rest of the world; and
- in all of its Internet-based activities.

The *Criteria for Accreditation* have been applied to all University programs and services.

Presentation of Findings

Old Dominion University adheres to the 1998 *Criteria for Accreditation* in its prohibition of substantive modification in the institution's nature, scope, and programs. Any changes in the future will adhere to the Commission's "Substantive Change Policy for Accredited Institutions."

1.2/1 Making Substantive Change

Old Dominion University adheres to the Commission's "Substantive Change Policy for Accredited Institutions." Any changes will adhere to the *Criteria* and Commission policies. Recent evidence of the institutional commitment to follow-up is provided by the University's response to the SACS/COC Substantive Change Committee Review of TELETECHNET conducted in 1998, and to another SACS/COC Substantive Change Committee Review of the TELETECHNET site in Washington State conducted in 2000. As a result of these reviews, actions were taken to assure that the relationship between Old Dominion University and SACS/COC was portrayed accurately and according to the Commission's prescribed format in reporting to the public (SACS/COC Substantive Change Review Committee, Review of TELETECHNET, October 1998; SACS/COC Substantive Change Review Committee, Review of TELETECHNET site in Washington State, 2000).

1.2/2 Report of Existing and Planned Activities

In addition, Old Dominion submitted Substantive Change notification to the Commission concerning its new degree programs in E-Commerce Systems and Criminal Justice, its contractual arrangements with colleges and universities abroad, its new TELETECHNET distance-learning sites, unique initiatives such as Skips@Sea program, and its contractual agreements to offer programs worldwide to Navy personnel (Substantive Change Notifications file).

1.2/3 Procedures for Addressing Written Student Complaints

In four areas, Old Dominion University has institutionalized procedures for addressing written student complaints:

- Grade complaints are addressed in the Old Dominion University Catalog, 2000-02, p. 39, under the topic of "Grade Appeals." The same policy appears in the Old Dominion University Student Handbook 1999-2000, p. 53.
- Discrimination complaints are addressed in the Old Dominion University Student Handbook 1999-2000, pp. 49-52, and in the Faculty Handbook 1999-2001, pp. 118-124.

- Sexual Harassment complaints are addressed in the Old Dominion University Catalog, 2000-02, pp.14-15, and in the Old Dominion University Faculty Handbook 1999-2001, pp.124-129.
- Disability-related complaints are addressed in the Old Dominion University Student Handbook 1999-2000, p. 42, and in the Old Dominion University Faculty Handbook 1999-2001, pp. 221-227.

Most complaints fall into these categories, but it has been the longstanding practice of the University to address all other types of written complaints from students by referring them to the most appropriate administrative office on campus. This practice is outlined by the Assistant Vice President for Undergraduate Affairs in her statement entitled "Practice for Dealing with Written Student Complaints." In addition, the Vice President for Student Services serves as the official ombudsman-advocate of student concerns (Old Dominion University Student Handbook 1999-2000, p. 20; Old Dominion University TELETECHNET Handbook, p. 15).

1.2/4

Peer Evaluation of the University

Old Dominion University looks forward to the site visit by a group of peer evaluators in 2002 and will accept their evaluation of the institution's overall effectiveness. The University realizes that simple compliance with specific criteria is important but not the overriding factor in the Commission's decision on reaffirming accreditation.

Conclusion

The University is in compliance with the SACS/COC *Criteria*.

Recommendations/Suggestions

None

Must Statement Compliance Table**1.2: Application of Criteria**

Must Statement	Compliance Statement	Supporting Documentation <u>Exhibit Numbering Key:</u> Criteria#/MustStatement#:Exhibit
1.2/1. An institution must refrain from making a substantive change, defined as a significant modification in the nature or scope of an institution or its programs, except in accordance with the Commission's "Substantive Change Policy for Accredited Institutions" and its attendant procedures.	Compliance	
1.2/2. All existing or planned activities must be reported according to the policies, procedures and guidelines of the Commission on Colleges and must be in compliance with the <i>Criteria</i> .	Compliance	1.2/2:01 SACS/COC Substantive Change Review Committee Report, Review of TELETECHNET, October 1998. 1.2/2:02 SACS/COC Substantive Change Review Committee Report, Review of TELETECHNET Sites in Washington State, 2000.
1.2/3. Each institution must have adequate procedures for addressing written student complaints.	Compliance	1.2/3:01 Old Dominion University Catalog, 2000-02. 1.2/3:02 Old Dominion University Student Handbook 1999-2000. 1.2/3:03 Old Dominion University TELETECHNET Handbook 2000-2001. 1.2/3:04 Old Dominion University Faculty Handbook, 1999-2001. 1.2/3:05 E-mail memorandum from Judy Bowman, Assistant Vice President for Undergraduate Affairs, dated November 6, 2000.
1.2/4. Assessment of the overall effectiveness of an institution derived through the peer evaluation process, rather than simple compliance with specific criteria, shall be an overriding factor in the Commission's determination of whether to . . . continue the accredited status of an institution.	Compliance	