UNIVERSITY OF DALLAS

DEPARTMENT OF EDUCATION

CANDIDATE EDUCATION HANDBOOK

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UNIVERSITY OF DALLAS
EDUCATION DEPARTMENT

CANDIDATE EDUCATION HANDBOOK

Student Complaint Procedure
for the University of Dallas Educator Preparation Program (EPP)

The University of Dallas is committed to treating all students fairly and respectfully. The University's policies that apply to students are published annually in the UD Bulletin and in the UD Student Handbook. In an instance of perceived violation of a University policy, a student may file a complaint. This policy provides two avenues for pursuing a complaint: an Informal Resolution Procedure and a Formal Resolution Procedure. Students may utilize either or both procedures. The UD Student Complaint Procedure can be seen below or it is available on-line on the UD website: http://www.udallas.edu/studentcomplaints.

The complaint is normally submitted using an online form found on the UD website on the Student Complaints page. The complaint can also be submitted on paper to the appropriate office:

- Academic complaints to the appropriate academic dean
- Student Life complaints to the Dean of Students
- Business Office complaints to the Director of Finance
- Financial Aid complaints to the Dean of Enrollment
- Registrar Office complaints to the Registrar
- Unlawful Discrimination and Harassment to the Title IX Coordinator
- A complaint against a Dean, Director, Vice-President, etc., is submitted to the direct supervisor, such as the Provost or President
- A complaint against the President to the Chair of the Board of Trustees
- Other complaints to the Director of Human Resources

Level 1

Absent extraordinary circumstances, the person, normally a Dean or Director, to whom the

TEA Complaint Process

The official TEA complaint process can be found at
http://tea.texas.gov/About_TEA/Contact_Us/Complaints/Complaints/

Scroll down and select "Educator Preparation Programs". Complainants may contact TEA staff directly at: complaints management@tea.texas.gov.

The complaint process allows for an applicant or a candidate in an educator preparation program to seek redress in areas where they feel that the program did not fulfill requirements for certification or for actions that the candidate feels are wrong. Educator preparation programs may also file a complaint about the actions of other programs when it involves a candidate transferring into a program.

Not all complaints fall under the authority of TEA. TEA has jurisdiction to investigate allegations of noncompliance regarding specific laws and rules, generally related to state and federal requirements. Complaints may address educator preparation program requirements listed in Texas Administrative Code (TAC) in Chapters 227, 228, 229, ethics (TAC 247), fingerprinting (TAC §§227,232) and certification (TAC §§230, 231, 232, 239, 241, 242)
All complaints filed with the TEA must be in writing. TEA does not accept complaints by phone or complaints that are submitted anonymously. A person or entity may file a written complaint with TEA by filling out the complaint form online or by mailing or faxing a hard copy to the address on the form. You may fax your submission to (512) 463-9008 or email it to general inquiry@tea.texas.gov.

To adequately review and address a complaint, TEA needs specific details. They must be able to identify a clear violation of TAC and determine whether the agency has authority to act upon the allegation.

Complaints submissions should include the following:

- The reasons you believe the issues raised in your complaint are valid. You should also indicate how you believe that TEA can assist you with this matter. Remember that TEA cannot assist you in understanding your contractual arrangement with the educator preparation program, arranging for a refund, obtaining a higher grade or credit for training, or seeking reinstatement to an educator preparation program.
- Documentation to support your claim when possible. For example, if you refer in your complaint to an educator preparation program policy, include a copy of the policy with your complaint. Helpful documentation might include letters or e-mails exchanged between the parties.

Texas Education Agency staff will send confirmation of a complaint within 30 days of receiving the submission. Remember, information the public sends to TEA by email may not be secure. Do not email sensitive information to TEA. The agency will remove confidential or sensitive information when replying by email. TEA will maintain confidentiality of information to the extent the law allows.

Referenced requirement: TEXAS ADMINISTRATIVE CODE §228. 70

Time Table (See Appendix A)

1. Sophomore Year.
    a. Contact the Department of Education regarding interest in teacher certification.
    b. Pass the Basic Skills Requirements or show proof of exemption. See Appendix B.

2.

Alternative Teacher Certification

misdemeanor offense. A copy of the current Texas Guidelines to consider the eligibility for teacher certification for individuals with criminal history can be reviewed at University of Dallas, Department of Education website under Educator Preparation Programs. If your record includes a criminal or deferred adjudication for a felony or misdemeanor offense, and you plan to seek licensure in Texas, you may request a criminal history evaluation letter from the Texas Education Agency to evaluate your potential ineligibility for certification due to a past conviction or deferred adjudication. Information related to the process for requesting a preliminary evaluation of certification eligibility in Texas is also included to assist you. Please consider these materials carefully and, if appropriate or if you are unsure, please take steps to review your potential ineligibility for certification before continuing the program and incurring the related tuition and fees.

https://udallas.edu/constantin/academics/programs/education/teacher-certification.php

Retention

The academic progress of each student admitted to the educator preparation program is reviewed each semester. Students who fail to do satisfactory work are placed on departmental probation. Continued unsatisfactory work results in dismissal from the program. Grades below C- in upper division (numbered 3000 or higher) education and teaching field courses do not satisfy certification requirements.

Internships

Internship is a requirement for Texas Teacher Certification through the Alternative Certification route. Candidates must apply through TEA to obtain an intern or probationary certificate.

Internship is designed to provide candidates with an opportunity to obtain experience in effective long-term planning, lesson preparation and delivery, classroom management, and collegial interaction with school members and stakeholders under the supervision of a university field supervisor and a mentor teacher. The intent of the internship is to provide an intensive, sustained laboratory experience in which the candidate assumes full classroom leadership.

The importance of internship dictates that successful completion of the internship be a requirement for all candidates wishing to be certified through Alternative Certification. Only those candidates who have completed the required 18 credit hours plus field-based experience may be placed in an internship. Final approval for this experience is restricted to those candidates who meet all requirements and the following conditions:

1. Overall university quality point average of 2.75 (on a 4.0 scale) and a min12(e)4(8)]TJ -. Fin

Comprehensive Examinations