Exhibit 2.3.f
Policies for managing candidate complaints

Appeals Committee for Admission into and/or Issue with the WTEP

As stated in the Williams Academic Catalog, an appeal process exists for students applying for the WTEP and/or currently a teacher candidate in the WTEP. Information concerning the appeal process is available in the Department of Education/WTEP office. A student may initiate an appeal at any point in the program. For student appeals pertaining to admittance and other issues related to the Gates of the program, an Appeals Committee, which consists of three designated WTEP faculty members, reviews the submitted documentation for the respective appeal. Once the Appeals Committee has made their timely decision, the Education Office communicates the outcome of the appeal with the respective student. If the student is not content with the decision of the Appeals Committee, then the next level of appeal is to the Vice President of Academic Affairs. During this entire process, the Chair of the Education Department, the Education Coordinator, and the respective Chair of the appropriate program are available for guiding and assisting the respective student through the appeals process.

Complaints and/or Accusations about WTEP Teacher Candidates

As stated in the Williams Academic Catalog, dismissal of a teacher candidate from the WTEP is a result of the Teacher Education Admission Committee’s recommendation. Steps preceding the recommendation include one or more conferences with the teacher candidate in question based on the following conditions:

1. A teacher candidate requests withdrawal from WTEP
2. An unfortunate condition of physical or emotional health or disease that would prevent a teacher candidate from the normal day-to-day process of completing course work and participating in activities related to teaching. In this event the student would be advised to redirect his or her abilities to another field or be advised to postpone the acquisition of a degree in education until such condition did not exist.
3. A teacher candidate demonstrates personal or professional behavior that unsatisfactorily represents the sequential professional development as expressed in the WTEP philosophy, goals, and objectives
4. Conduct that would not be consistent with WBC general college standards as described in the Williams Baptist College Academic Catalog and Student Handbook or a felony conviction

The Teacher Education Admission Committee is the group of WTEP faculty who served on the interview/screening process for the respective student. The Chair of the Education Department is responsible for reviewing and providing the findings of the investigation, then disseminating all related information to the Teacher Education Admission Committee. After examining all the evidence, the Teacher Education Admission Committee makes a decision on the student’s status in relation to the WTEP and then communicates the decision to the Chair of the Education Department. The Chair of the Education Department meets with the respective student and communicates the retention or dismissal of the student.
Complaints and concerns from WTEP teacher candidates

Once a WTEP teacher candidate has completed all coursework, internship, and testing requirements, an Exit Interview is conducted with the Chair of the Education Department and Education Coordinator. During the time appointed Exit Interviews, the teacher candidate is given ample opportunity to provide substantive feedback pertaining to the WTEP. The teacher candidates complete anonymous surveys in a private setting. After completing the anonymous surveys, each teacher candidate meets individually with the Chair of the Education Department and is given the liberty to share candid complaints and concerns pertaining to the WTEP. Prior to the Exit Interview, the Chair of the Education Department discloses to all teacher candidates that all internship letter grades have been officially submitted to the registrar. All complaints and concerns are documented by the Chair of the Education Department and Education Coordinator. The Chair of the Education Department is responsible for analyzing all qualitative data from the interviews and presenting the findings to the WTEP Council, at the subsequent WTEP meeting. The WTEP Council discusses the qualitative data and determines if any substantive program change needs to occur or if an area needs to receive a focused examination.