

Southern University & A&M College

Student Advocate Policy and Procedures

The function of the Advocate has been created by Southern University & A&M College in response to a perceived need for:

1. A service, that would informally address student inquiries, complaints, and concerns. Primary efforts focus on informal interdiction and resolution of student related matters before a formal complaint or grievance is lodged.
2. A general information repository for students about their rights and responsibilities, and the appropriate University policies, procedures and processes that exist to address the various concerns or complaints they may have.
3. The hallmark of the Advocate shall be his/her willingness to informally serve the students of Southern University. In general, cases shall be dealt with on a first-come, first-served basis. However, the Advocate reserves the right to prioritize cases which are of a critical nature or at the request of senior administrators.
4. All information with the Advocate shall be held in strict confidence.
5. Informality shall be the prevailing atmosphere of dealings with the Advocate.
6. The policies and procedures for formal student complaints are presented and managed by the Dean of Students in the Division of Student Affairs and Enrollment Management.

Procedures

The Advocate shall be empowered to perform the following functions:

1. The Advocate shall receive, clarify, investigate and seek to resolve informal complaints from the students of Southern University & A&M College about matters which are under the jurisdiction of the University.

2. In situations where cases fall within the jurisdiction of existing College policies and procedures, the Advocate shall act as a referral and support service.
3. Every effort shall be made by the Advocate to obtain the cooperation of the appropriate individuals and/or University authorities in order for the Advocate to gain access to such information as is required to successfully perform his/her role. Requests for information from the Advocate must receive priority from every member of the Southern University community.
4. All case files, regardless of status, shall be kept confidential unless otherwise stated in writing by the student. All documentation of cases shall be solely for the use of the Advocate.