

1.8 The institution exhibits integrity in its operations as demonstrated by the implementation of appropriate policies, sound business practices, timely and fair response to complaints and grievances, and regular evaluation of its performance in these areas.

Guideline: The institution has published or readily available grievance procedures for faculty, staff, and students. Its finances are regularly audited by external agencies.

Evidence:

Sonoma State University has written and implemented appropriate campus-based policies that exist to insure consistency and integrity in university operations. In addition, the University adheres to the State University Administrative Manual, California State Administrative Manual, CSU Auxiliary Guidelines and CSU Executive Orders issued by the CSU System further documenting sound business practices. The University regularly evaluates its performance in these areas using annual financial audits by external auditors, campus financial audits, auxiliary financial audits, and individual subject audits conducted by internal auditor. There are also bi-annual audits by the Office of the Chancellor in accordance with the Financial Integrity and State Manager's Accountability Act of 1983 (FISMA), and tri-annual audits of University auxiliary operations. The Administration and Finance [Division](#) provides links to evidence of its business practices, including annual financial [audits](#) by external auditors.

Grievance procedures for both faculty and staff are outlined in the [CSU | Labor Relations | Current Collective Bargaining Agreements](#). The public can find information on how to address any questions or complaints about SSU parking policies, and how to appeal parking citations, through the [Parking Services](#) website. The California Whistleblower (see <http://www.bsa.ca.gov/pdfs/other/whstlblr.pdf>) provides information on how state employees can report fraud and waste to the state auditor's office.

[Student grievance](#) procedures are defined and discussed in Sonoma State policy outlining what constitutes a grievance, the appropriate steps and timeline for the resolution process, and the composition of the student grievance board. As part of grievance procedures, the university's [Grade Appeal](#) Procedure defines the steps necessary for students to contest a grade.

The [Faculty Handbook](#) is an online resource that provides links to policies, procedures, and historical documents related to faculty rights and responsibilities. An example illustrating the institution's pursuit of consistency and clarity in its policies is the new [Course Outline](#) Policy created in 2006, which describes the basic information that a syllabus must provide, and suggests additional information that faculty may wish to include.