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1973

### Spring Quarter Case Analysis

Commission for Blacks

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THE UNIVERSITY OF TENNESSEE  
COLLEGE OF LAW  
1805 WEST CUMBERLAND AVENUE  
KNOXVILLE  
37916

June 19, 1973

Conf. with Dr. Chas. Cleland, Ombudsman.

Present: Dr. Cleland and J. Phillips

Dr. Cleland's office has been in operat. since last Sept. It is directed primarily to matters of student concern, although on occasion he has dealt with faculty and non-faculty personnel concerning matters affecting student interests. Since being in operation, he has had 370 cases. A list of categories of cases for the spring quarter is attached. Also attached is the confidential info. sheet which he has every complainant fill out.

Dr. Cleland tries to work thru channels and to avoid appear. to be a threat to faculty or admin. If there is some other approp. office that the student has not consulted, Dr. C. will first refer tht student to that office.

He has insisted that the office remain indep. Therefore he has retained his faculty appt. (tho' he does not teach) and continues to do agric. research. He arranged with the Chancellor to have the office init. estab. only for 2 yrs., w/ a review at the end of that period to determ. Whether the office is effective and is doing its job, and whether it should be continued.

To date very few blacks have come thru his office - perhaps 6-8. Dr. C. is concerned about the low visibility of the office. He has made contacts with leading blacks on campus, such as Boston, Peek and Hawkins, and in some cases they have referred matters to him. He is a member of the H.R.C., and in some instances matters have been referred from the Council.

A curious phenomenon has been recurrent dress problems in the dept. of polit. sci. To date there have been three such cases -- all involving black students, concerning wearing black glasses or hats or both in class, and involving teaching assistants . . . a different one in each case and in one case a black T.A. The T.A.'s in all cases insist that they have the right to insist on dress codes, and the dept. is about equally divided regarding

whether this is a matter of acad. freedom. One of these cases has just recently occurred.

There was a poorly handled theft investigation in one of the dorms involving a black student and Safety-Security. The student was found not to be involved, but complained bitterly over the apparently discrim. lineup techniques used.

There appears to be discrim. treat. in the lower ranks of food services. Mr. Bennett's office has apparently been unable or unwilling to get to the root of the problem, and superiors in food services seem only concerned with an efficient operat. Dr. C. may become more deeply involved in the matter, tho' strictly it is not w/i the jurisd. of his office.

J. Phillips

## SPRING QUARTER CASE ANALYSIS

### Classification:

Freshmen - 12  
Sophomore - 18

Junior - 26  
Senior - 28

Graduate Students - 18  
Other - 3  
Unclassified - 4

### College:

Liberal Arts - 46  
Business Administration - 20  
Agriculture - 9  
Education - 8

Communication - 6  
Law - 4  
Architecture - 4  
Home Ec. - 3

Engineering - 1  
Gr. Sch. of Planning - 1  
Unclassified - 7

### Problem Areas: Ranked According to Most Frequent to Least Frequent

- 1 - Problems of Housing - Residence Halls
- 1 - Problems of University Facilities and Services - Miscellaneous
- 2 - Problems of Instruction - Grading Methods and Grades
- 3 - Problems of Records - Section Changes and Drops and Adds
- 3 - Problems of Auto Use and Police - Traffic and Parking Tickets
- 4 - Problems of Admission and Registration - Getting into Needed or Wanted Courses
- 4 - Problems of Instruction - Course Content and Instructional Methods
- 4 - Problems of Instruction - Accusation of Cheating
- 4 - Problems of Instruction - Miscellaneous
- 4 - Problems of Academic Requirements - Miscellaneous
- 4 - Financial Problems and Complaints - Out-of-State vs. In-State Residency and Fees
- 4 - Problems of Housing - Fraternity Housing
- 5 - Problems of Records - Miscellaneous
- 5 - Problems of Academic Requirements - Degree Requirements
- 5 - Academic Problems - Miscellaneous
- 5 - Financial Problems and Complaints - Bill Sent by University to Student
- 5 - Financial Problems and Complaints - Miscellaneous
- 5 - Non-Academic Problems - Miscellaneous
- 6 - Problems of Admission and Registration - Readmission to University
- 6 - Problems of Instruction - Exams
- 6 - Problems of Instruction - Classroom Behavior

## **Spring Quarter Case Analysis**

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- 6 - Problems of Academic Requirements - Certificate Requirements**
- 6 - Financial Problems and Complaints - Refund not Received by Student**
- 6 - Problems of Housing - Off Campus**
- 6 - Problems of Auto Use and Police - Securing Parking Permit**
- 6 - Problems of University Facilities and Services - Health Service**
- 6 - Personal Problems - Legal Problems**
- 6 - Personal Problems - Miscellaneous**
- 7 - Problems of Admission and Registration - Late Registration**
- 7 - Problems of Admission and Registration - Miscellaneous**
- 7 - Problems of Instruction - Code of Teaching Responsibility**
- 7 - Problems of Academic Status - Refusal of admission to a Program - Graduate School**
- 7 - Financial Problems and Complaints - Need for Financial Aid - Insufficient Funds for School**
- 7 - Financial Problems and Complaints - Need for Financial Aid - G. I. Bill**
- 7 - Problems of Housing - Married Housing**
- 7 - Problems of Student Employment - Graduate Assistants**
- 7 - Problems of Student Employment - Conditions of Employment**
- 7 - Problems of University Facilities and Services - University Library & Fines**
- 7 - Personal Problems - Financial Problems**

No. \_\_\_\_\_

OFFICE OF THE OMBUDSMAN

Date \_\_\_\_\_

Name \_\_\_\_\_ Student Number \_\_\_\_\_

College \_\_\_\_\_

Major \_\_\_\_\_ Class F S J S G Spec. Program Alum. Not a Student Parent  
(Circle One)

Local Address \_\_\_\_\_

\_\_\_\_\_

Telephone \_\_\_\_\_

I wish to consult the Ombudsman about (a brief statement, please)

Persons and/or offices already contacted about this problem

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Action taken: