

1 July 2024

## MEMORANDUM FOR RECORD

SUBJECT: Open Door Policy

1. I am available to all students, staff, and faculty affiliated with the Master of Engineering Management (MEM) program and its associated graduate certificates. I am willing to discuss matters with any affiliated student, staff, or faculty member who wishes to voice concerns to me.
2. My intent is to listen to concerns, unresolved problems, difficulties with systems, and assist with solutions that are in the best interest of the individual, the MEM program, and the College of Engineering.
3. It is my experience that most solutions are generated by the lowest level possible. While I do not require an individual to speak with someone else prior to speaking to me, I do request the following:
  - a. If seeking my intervention, please ensure you have made every attempt to resolve your situation using the means available to you, including program staff and university resources.
  - b. MEM staff maintain posted office hours for students to drop by without prior appointments and students may come by outside those hours or seek alternative appointment times as necessary. In addition to in-person visits, students may use email to solicit assistance from program staff.
  - c. If you identify a problem or have a complaint, I ask that you also have a suggestion to fix it.
4. MEM staff are required to maintain your privacy in accordance with the [Family Educational Rights and Privacy Act](#) (FERPA). Students concerned with confidentiality should discuss this with program staff or myself so we can find the right resource to address your concerns.
5. All students have the right to discuss concerns with the [Student Ombuds](#) which provides an independent, neutral, and confidential service. The [Faculty & Staff Ombuds](#) provides a similar service for NC State employees.

Brandon McConnell  
Interim Director of the Master of Engineering Management program  
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