

Informal Student Complaints Resolution Steps

The College District encourages students to discuss their concerns with the appropriate instructor or other campus administrator who has the authority to address the concerns. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level. Informal resolution shall be encouraged but shall not extend any deadlines in this policy, except by mutual written consent.

The chart below details the initial area for assistance referral and subsequent contact areas. It should be noted that sometimes the complainant may not feel comfortable in meeting the person at the first response level.

Issue	First Response	Level I
Academic Concerns	Instructor	Program Director/Division Dean
Academic probation/suspension	Advisor/Retentions Specialist	Dean of Enrollment Management
Advising for specific major	Instructor or Advisor	Division Director
Advising for undeclared majors	Advisor	Dean of Enrollment Management
Admissions Application/Process	Admissions Coordinator	Dean of Enrollment Management
Assessment/Testing Center	Director of Testing	Dean of Enrollment Management
Black Board technical difficulties	Director of Computer Services	VP of Administrative Services
Book Store	Bookstore Manager	VP of Administrative Services
Campus Tours	College Recruiter	Dean of Enrollment Management
Concerns regarding Academic Faculty	Instructor	Division Director
Concerns regarding Workforce Faculty	Instructor	Division/Program Director
Counseling/Advisement	Advisor	Dean of Enrollment Management n
Discipline Issues in the classroom	Instructor	Division Director
Discipline Issues outside the classroom	Instructor/Advisor/Staff	VP for Student and Outreach Services
Grade appeals	Instructor	Division Director/Associate VP
Financial Aid	Financial Aid Coordinator	Dean of Enrollment Management
Graduation	Registrar	Dean of Enrollment Management
Housing	Residence Assistant/Hall Director	Housing Director
Library	Library Staff	Director of the Learning Resource Center
Parking tickets and security	Security Coordinator	Director of Plant Services
Refund requests	Student Accounts	Comptroller
Transcripts	Registrar	Dean of Enrollment Management
Residency	Admissions Coordinator	Dean of Enrollment Management
Student activities	Director of Student Activities	VP for Student and Outreach Services
Student Orientation	Orientation Coordinator	Dean of Enrollment Management
Tutor Support (ASC)	ASC Coordinator	Director of Developmental Education
Veteran benefits	Advisor/VA Coordinator	Dean of Enrollment Management

If an informal conference regarding a complaint fails to reach the outcome requested by the student, the student may initiate the formal process described below by timely filing a written complaint.

Formal Student Complaint Process

A student may initiate the formal process described below by timely filing a written complaint.

Even after initiating the formal complaint process, students are encouraged to seek informal resolution of their concerns. A student whose concerns are resolved may withdraw a formal complaint at any time.

Formal Academic/Grade Complaint

Issue	Level I	Level II	Level III	Level IV
Academic Concerns	Division/Departmental/Program Dean, Director, or Supervisor	Executive VP of Instruction	Hearing Committee	President

Formal General Student Complaint (not related to Academic Instruction)

Issue	Level I	Level II	Level III	Level IV
Disciplinary Appeal	Division/Departmental/Program Dean, Director, or Supervisor	Vice President for Student and Outreach Services	Hearing Committee	President
Housing Appeal	Director of Residential Life	Housing Disciplinary Committee	Vice President for Student and Outreach Services	President

The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or “mini-trial” at any level.

Neither the Board nor any College District employee shall unlawfully retaliate against any student for bringing a concern or complaint.