

Student Process for Filing a Complaint or Concern

Student Concerns/Complaints	First Contact Person	Second Contact Person (if not resolved)	Third Contact Person (if not resolved)
Grade Appeal	Faculty Member	Dean of the School in which the course resides	Vice President for Academic Affairs
Course Conflicts	Faculty Member	Dean of the School in which the course resides	
Faculty Member	Faculty Member	Dean of the School in which the course resides	Vice President for Academic Affairs
Unavailable Courses/Closed Classes	Chair of the Department in which the course resides/ Dean of the School in which the course resides	Dean of the School in which the course resides	
Advisement	Faculty Advisor	Dean of the School of Education and Teacher Preparation (SETP)	
Program Information	Faculty/Coordinator of the Program	Dean of SETP	
Admission to the Program	Faculty Advisor/Dean	Dean of SETP	
Program Retention Decisions	Faculty	Dean of SETP	Vice President for Academic Affairs
School Placement Decisions	Director of Field Experiences	Dean of SETP	
Field Experience Evaluations	SETP Supervisor	Director of Field Experiences	Dean of SETP

Approved 12/9/14