**STUDENT CONCERNS**

# A. DEFINITION

A student concern is filed by a student for a variety of issues that are campus related. The resolution of these concerns is dependent on their nature and the area of the college involved. For the purposes of this procedure a “concern” is NOT the same as a formal grievance. The formal grievance process is explained in the college catalog and is processed by the office of the Dean of Students. Reference EP 051 for more information.

# B. DETERMINING TYPE OF CONCERN

1. The Executive Director of Human Resources should handle any allegations relating to federal or state legislation such as ADA, age discrimination, sexual harassment, hostile learning or working environment, etc.
2. All academic concerns regarding quality of instruction, class session times, team teaching, dissatisfaction with a course, changes in faculty, grade change petitions, etc., should be processed using the information in section C below. Since these are specifically academic in nature, they should be handled within the Instructional Services area.
3. If at any time during the concern process a student makes any allegations of discrimination or harassment, the Office of Human Resource Serviceswill be contacted immediately and asked to complete the investigation and respond to the concern.

# C. ACADEMIC CONCERN PROCEDURE

This procedure is to be followed by any student who has an academic concern at PPCC. Examples include (but are not limited to): instructor behavior, class policies, grade change petitions, and unfair expectations or demands. Students who wish to pursue an academic concern must exhaust the following options in sequence with the final decision made by the Vice President for Instructional Services (step 4).

1. The student will meet with the instructor and attempt to resolve the problem.

  *If no resolution:*

1. The student will complete and submit an academic concern using the online application form located on the college website. The student may also upload any documentation on the Academic Concern form to support his or her concern. The concern will be routed to the appropriate Associate Dean for action. The Associate Dean will review the facts of the concern and will discuss it with the appropriate faculty member (if the concern involves full-time faculty), or delegate it to the Department Chair for further review (if the concern involved an adjunct instructor). Some divisions may delegate adjunct instructor issues be handled by the Associate Dean if a Chair cannot resolve). The Associate Dean will follow-up directly with the student and use their discretion in deciding if email correspondence, a telephone call, or a face-to-face meeting is warranted.

  *If no resolution:*

1. The student will meet with the Dean.

  *If no resolution:*

1. The student must submit the concern in writing to the Office of the Vice President for Instructional Services. The request should include documentation of everything the student wants reviewed. In addition, the student should include his or her desired outcome to the concern process. The Dean or Associate Dean will also submit all written documentation and any recommendations. The Vice President for Instructional Services will notify the student of the decision in writing. This decision is final.

# D. OTHER CONCERNS OR COMPLAINTS

Students and employees may use the same college web link to complete a concern/complaint, student conduct issue or distressing/disturbing student behavior, discrimination/harassment complaint, or facilities concern. Each concern will then be routed to the appropriate department or supervisor once received. CCCOnline has their own system for capturing, and addressing student concerns and complaints. Students must complete an online complaint form through CCCOnline’s website. Complaints will be forwarded to the appropriate staff member, based on the nature of the complaint. An email will be sent to the student’s college email account regarding the resolution and/or next steps needed to resolve the complaint.