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 instructional 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 instructional 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 Services should be contacted immediately and asked to complete the investigation and respond to the concern.

C. Instructional Concern Procedure

This procedure is to be followed by any student who has an instructional 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 instructional concern must exhaust the following options in sequence with the final decision made by the Vice President for Instructional Services (step 5).

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

   If no resolution:

2. The student will state the problem in writing and meet with the Department Chair (in the case of an adjunct instructor or limited), Associate Dean or Dean (in the case of a regular faculty member). Some divisions may delegate adjunct instructor issues to be handled by the Associate Dean if a Chair cannot resolve). Departments may require specific documentation so students will need to contact the appropriate division for specific information.

   If no resolution:

3. The student will meet with the Dean or Associate Dean.

   If no resolution:

4. The student will meet with a representative of the Vice President for Educational Services located at Centennial Campus in the Leadership Suite.

   If no resolution:

5. The student must submit the concern in writing to the Office of the Vice President for Instructional Services (located at CC, Room A-229). 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.

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D. **Enrollment Services or Financial Services Concern Procedure**

Any student concerns referencing the **Enrollment Services** area should be directed to the Director of Enrollment Services or his designee located at Centennial Campus. The Enrollment Services area includes the offices of admissions, residency determination for tuition purposes, student records, and financial aid. Any student concerns referencing the **Financial Services** area should be directed to the Office of Financial Services at Centennial Campus. Financial Services includes accounts receivable, third party payments, tuition and fee billing, cashiering and collections.

E. **Auxiliary Services Concerns**

Student concerns relating to the Bookstore, Food Service, Vending or the Copy Center should be forwarded to the Director of Auxiliary Services.

F. **Other Student Concerns**

Students who have other concerns should be referred to the Dean of Students. The Dean of Students will assist the student by referring them to the appropriate campus office.