

Title: #VI-3. Student Concerns

Date: March 24, 2004

I. Policy

West Virginia University at Parkersburg encourages student communication with the administration, faculty and staff regarding college operations and procedures and encourages students to use existing policies, personnel, and departmental offices to express specific concerns. Should a student deem that the existing policies, personnel and departmental offices cannot address their specific concern or complaint, West Virginia University at Parkersburg, in accordance with federal regulations, accepts and maintains records of formal written concerns filed with the Dean of Students Office. These records include information about the disposition of the concerns and information regarding the referral and/or final resolution of the concern. As part of continuing improvement efforts at West Virginia University at Parkersburg, all formal student concerns filed with the college will be examined and reviewed annually.

II. Process

West Virginia University at Parkersburg encourages students to resolve conflict informally through direct communication with the person perceived to be the source of the problem. If the concern cannot be successfully addressed informally students may choose to follow the formal steps outlined below.

- A. If a student wishes to file a formal concern, he/she must make this concern in writing and submit to the Dean of Student's Office. All concerns must include the student's name and contact information so the college may respond and/or notify the student as to the status of the concern. Students may fill out a form to assist the college in understanding the concern and any expectations the student has in seeking a resolution. Forms are available in the Dean of Student's Office.
- B. Upon receiving a formal student concern, the Dean of Students will keep a log of each concern noting the nature of the concern and the expectation, if any, the student has in resolving the concern.
- C. Once a student concern is initiated, the Dean of Students will make a determination as to the exact nature of the concern and forward it to the appropriate college office/department, or external agency for response or resolution.
- D. Students filing a formal concern will be notified with the resolution or with actions taken to address their specific concern. Actions taken on student concerns and/or attempts to resolve them will be logged in the Dean of Student's Office.

