Title: #VI-3. Student Concerns

Date: August 17, 2017 (Replaces version dated 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 about the institution’s accredited programs or about the institution in general, WVU at Parkersburg, in accordance with 34 CFR § 602.16(a)(1)(ix), accepts and maintains records of formal written concerns filed with the Office of the Vice President for Student Services. 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 WVUP, all formal student concerns filed with the college will be examined and reviewed annually.

II. Process

WVU 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, they must submit this concern in writing to the Office of the Vice President for Student Services. 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 Office of the Vice President for Student Services.

B. Upon receiving a formal student concern, the Office of the Vice President for Student Services 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 Vice President for Student Services 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 Office of the Vice President for Student Services.

Responsible Administrator: Vice President for Student Services, 304-424-8209
West Virginia University at Parkersburg

Student Concern Form

Name _____________________________________________________ Date ___________________________
Address ____________________________________________ Student ID # _____________________
E-mail _______________________________________________ Phone __________________________

What is the nature of your concern? (Use the back of this form if necessary.)
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Would you like to meet with the Vice President of Student Services to discuss this matter? Yes___ No___

For office use:
I have reviewed this form/met with the student concerning this matter. I recommend the following:
_______________________________________________________________________________________
_______________________________________________________________________________________
_______________________________________________________________________________________

Vice President for Student Services ___________________________ Date _________________________