

### Sample Student Complaint Log

Date	Name, J# or other ID of complainant	Issue	Short issue description	Resolution	Short description of resolution	Date Resolved
1/1/2022	Example 1	Advising	Student upset about denial of request for transient credit	Resolved by dean	Student advised she is better served taking the full sequence at the same university	1/2/2022
1/18/2022	Example 2	Non-course related	Bookstore - Digital Access code	Referred to another department or office	Student advised digital access code works on computer but not on cell phone.	1/18/2022
2/24/2022	Example 3	Assignment grade	Thinks instructor treated unfairly, graded his assignments differently.	Resolved by department chair	Reviewed info. No evidence of differential treatment. Explained issue to student and asked student to communicate with the instructor. Student refused to talk to instructor.	2/28/2022
3/5/2022	Example 4	Course instructor	Discrimination	Escalated to provost	It was determined by Committee that the complaint lacked adequate information to support a finding. Letter to student from Provost.	4/22/2022
3/20/2022	Example 5	Advising	Student says that advisor always seems too busy to answer emails and schedule advising appts. Student email chair and requested different advisor.	Resolved by other	Student was assigned to a new advisor	3/20/2022

### Sample Student Complaint Log

Date	Name, J# or other ID of complainant	Issue	Short issue description	Resolution	Short description of resolution	Date Resolved
3/25/2022	Example 6	Non-course related	Harassment, Disruption, Univ Violation, Failure to Comply, Org Misconduct	Resolved by department chair	Suggested that student file a Whistleblower complaint with the Office of Compliance	3/25/2022
4/13/2022	Example 7	Course other	Student complained that they were not allowed a lab makeup for a lab they missed	Resolved by department chair	Student was reminded they are allowed a drop grade in lab.	4/14/2022
4/19/2022	Example 8	Non-course related	Parking tickets and fines for late fees	Referred to another department or office	Student was advised to contact USA Police and Parking Services to see if a resolution can be agreed upon	4/19/2022
4/20/2022	Example 9	Non-course related	Dining	Resolved by other	Catering accepted responsibility for error and did not charge for meal.	4/20/2022
4/21/2022	Example 10	Course instructor	Instructor's Criticism	Resolved by department chair	Department Chair scheduled a meeting via zoom with student, but the student did not call to cancel or attend the zoom meeting.	4/26/2022
4/22/2022	Example 11	Non-course related	Bookstore backorder complaint	Resolved by other	Manager responded to customer and resolved with order fulfillment when book became available	4/23/2022

### Sample Student Complaint Log

Date	Name, J# or other ID of complainant	Issue	Short issue description	Resolution	Short description of resolution	Date Resolved
4/23/2022	Example 12	Non-course related	Housing	Resolved by other	Student advised leak in unit below required additional troubleshooting/repair to determine cause. Communication will be improved.	4/25/2022
4/24/2022	Example 13	Course instructor	Bullying by Instructor	Resolved by Dean	Grievance was forwarded to the appropriate administrators for review, response and potential processing by the Dean.	Date unknown
4/24/2022	Example 14	Non-course related	error in reporting to Great Lakes impacting Student Loans	Resolved by other	Contact Great Lakes to verify enrollment	4/28/2024
4/25/2022	Example 15	Non-course related	Graduation Verification	Resolved by other	Processed another letter with the updated anticipated graduation date. The letter was resent to the student via mail and email.	4/25/2022
4/26/2022	Example 16	Two students met with department chair; names were not requested due to student concerns for confidentiality	The students raised numerous issues, some of which had been the subject of complaints during the previous semester. Issues included the professor being late to class, canceling class on short notice and seeming disoriented in class.		Ongoing: department chair observed class; discussed with Dean, Human Resources, and Academic Affairs	There have been no further complaints this year about this professor.

### Sample Student Complaint Log

Date	Name, J# or other ID of complainant	Issue	Short issue description	Resolution	Short description of resolution	Date Resolved
4/27/2022	Example 17	Course other	The student contacted the Dean's Office about two absences	Student withdraws complaint	The student decided not to contest the two absences.	4/27/2022
4/28/2022	Example 18	Course instructor	The student complained that professor was unprofessional when discussing the student's test grade during office hours.	Resolved by instructor	Assistant Dean talked with the professor. There was a "he said" versus "he said" situation. Ultimately the student was planning to pursue a Final Course Grade Grievance at the end of the semester, but the professor resolved the issue of the student's final grade in the course to the student's satisfaction.	5/12/2022
4/29/2022	Example 19	Course instructor	Instructor refused to tell what is the correct way of writing answer.	Resolved by department chair	Talked to instructor who agreed to show students help button in the system and decide on helping strategy after exam outcomes.	4/29/2022
4/30/2022	Example 20	Other	Two students complained about the temperature in the Humanities Building	Resolved by department chair	Information was passed to Dean's Office, who requested that we reply to the students and complete a Maintenance Request form	4/30/2022