



Office of Instruction

Student Concern Form

Name: _____

Student ID#: _____

E-mail: _____

Phone # where you can be reached: _____

Who is your advisor? _____

Please write a brief statement about your concern:

Have you spoken with your advisor about your concern? (Circle one): YES Date: _____ NO

Have you spoken with your instructor about your concern? (Circle one): YES Date: _____ NO

Have you spoken with the Department Chair about your concern? (Circle one): YES Date: _____ NO

Signature: _____ Today's date: _____

For office use only:

_____ Student records reviewed	_____ Relevant e-mails/communications attached
_____ Student address/phone on file and accurate	_____ Copy of syllabus
	Dean's Initials: _____ Date: _____



Office of Instruction

All students who want to file a grievance regarding an instructor must follow the procedures described in detail in the Student Policy Manual found online at

<http://www.ccc.edu/departments/Documents/studentpolicymanual.pdf>

Below are some guidelines to help you with this process.

- 1.) You must first work with your instructor. In many cases, the issue can be resolved by working directly with your instructor. You should request a meeting during your instructor's office hours and make an attempt to resolve your concerns directly. You must:
 - Request a formal appointment with your instructor by e-mail.
 - Contact your advisor if you need help with arranging an appointment with your instructor.
 - After meeting with your instructor, summarize the outcome of your meeting in writing so you have a record of it.
 - Retain all e-mail and/or other written records pertaining to your concerns, your meeting or your follow-up after the meeting.
- 2.) If the meeting with your instructor does not satisfy your questions, you must meet with the Chair of the Department in which your instructor works. Follow the same points listed above in #1. The Chair will help you discuss your concerns with the faculty member and in most cases it can be resolved at this level.
- 3.) If the meeting with the Chair of the instructor's department does not satisfy your concerns, you can contact the Office of Instruction to meet with a dean. You should:
 - Visit the Office of Instruction (Room 162, Larry McKeon Building). Fill out a *Student Concern Form* if you have not done so yet.
 - Set up an appointment with the office secretary to meet with the Dean of Instruction regarding your concern.

Be sure to bring the following documents and information with you when meeting with the Dean of Instruction:

- *Student Concern Form* (this may already be in the Dean's office)
- Copies of e-mail communication between you, the instructor, and Chair
- A copy of your course syllabus
- Copies of any course work, papers, or assignments that are relevant to your issue
- The name of your advisor