



Gwynedd Mercy
University

University Policy

<i>Title:</i>	Student Concerns and Comments Policy and Process
<i>Final Approval By:</i>	Executive Council
<i>Approval Date:</i>	May 1, 2017
<i>Applies to:</i>	Students, Faculty, Staff
<i>Location:</i>	Volume VI

General Student Assistance and Support

Gwynedd Mercy University is dedicated to helping students make the most of their academic and co-curricular experiences; therefore, we seek to maintain a positive environment for students to achieve their personal and professional goals. As members of a learning community we are all encouraged to resolve differences through dialogue as a first recourse. Students have access to an array of departments and administrators if they need to represent a concern or feel their needs have not been met. This is a process that allows you to take responsibility for your own needs, and to take action to resolve issues.

If you have concerns about an experience you have encountered, the **Office of Student Services** (also the location of the office of the **Vice President for Student Services and Campus Life**) is located on the 1st floor of The Griffin Complex, and is responsible for responding to general concerns and assisting you with finding solutions to specific problems. The Vice President has an open door policy and is open to meeting with students to address concerns that may include:

- Issues that may be interfering with or impeding your collegiate experience and/or your academic success;
- You or someone needs assistance and are unsure where to go;
- Suggestions for services not offered; or
- Information about where departments are located.

Also located within the suite of the Office of Student Services is the **Dean of Students'** office. The Dean of Students handles the following types of student concerns including:

- Maintaining and implementing the Student Code of Conduct
- Complaints regarding Code of Conduct violations
- Griffin Student Leadership inquiries

Note: Specific complaints regarding Code of Conduct violations may be directed to the Dean of Students via the Incident Reporting Form found on the Dean of Students' page on the University website.

The **Office of Academic Affairs** (also the location of the office for the **Vice President for Academic Affairs**) is located on the 2nd floor of University Hall. This office addresses academic concerns such as:

- Academic Appeals
- Academic Integrity
- Curricula Standards
- Faculty/academic department concerns

The **Campbell Solution Center** is located in Campbell Hall and is where you will also find the offices for the Bursar, Financial Aid and the Registrar. Services obtained through this department include:

- Parking passes
- Identification card
- Changes to meal plan
- Registration concerns (including dropping, adding or withdrawing from classes)
- Billing concerns

General financial aid questions....

Student–Athletes

Student-athletes may direct their concerns about any aspect of the intercollegiate experience or a member of their coaching staff to the **Director of Athletics**. If your complaint is regarding a coach who is the Athletic Director, you may direct your complaint to the Vice President for Student Services and Campus Life.

This procedure is initiated if the student-athlete is unable to discuss the concern with the coach or if upon discussion, there was not a satisfactory outcome. To activate the grievance procedure, the student should do the following:

1. Contact the Director of Athletics office and request an appointment.
2. Contact the Vice President for Student Services and Campus Life to request an appointment if the complaint is regarding the Director of Athletics
3. Submit a brief written statement concerning the issue (see attached form).

The Director of Athletics or the Vice President for Student Services and Campus Life will meet with the student-athlete to resolve the grievance.

Faculty and Staff

The Dean of Students' Office is a resource for addressing student conduct issues. Faculty and Staff may report student conduct issues via the Incident Reporting Form found on the Dean of Students' page on the University website.

Faculty and staff may contact the Office of Student Services with other student issues of concern.

Department	Extension
Academic Affairs	21791
Athletics	21574
Campbell Solution Center	21595
Student Services	21546
Dean of Students	21408

5.2017

Academic Complaint Form

Student Name:

PowerCampus ID:

School:

Date Complaint Received:

Type of Complaint:

- Academic Appeals
- Curricular Standards
- Academic Integrity
- Faculty Concern

Complaint:

Steps Taken to Resolve Above Complaint:

Date of Resolution: _____

Date Student Notified of Resolution: _____

Co-curricular Concern Form

Type of Concern:

- Issue interfacing or impeding collegiate experience and/or academic success.
- Assistance needed; unsure where to go for assistance
- Athletics
- Suggestions for services not offered

Student Name:

PowerCampus ID:

School:

Date Concern Received:

Concern:

Steps Taken to Resolve Above Concern:

Date of Resolution: _____

Date Student Notified of Resolution: _____

Forms must be sent to the Office of Student Services
studentservices@gmercyu.edu