I. Review Online Student Complaint Process
   
   a. Dennis—Process Map
   b. Sample of Student Complaint Log—is there a way to automate log with online process?
      1. Blue type in Final Outcome column shows resolution, red shows not resolved.

II. Stats at end of semester showing for example listing of departments and pattern of problems.

III. Timeline

IV. Follow up meetings: Dec. 2 and Dec. 9, 10-11 AM. Library Conf. Room