On November 25, 2013, at 10:30 AM to 12:00 PM, the following staff met to discuss the student complaint online process.

1. Nick Minassian
2. Hanh Tran
3. Ludi Villegas-Vidal
4. Dennis Schroeder
5. Deborah Manning

The group reviewed and revised the first draft of the Student Complaint Process Online that was written by Deborah, Nick and Ludi. The online system was created to make the process more convenient for students and to alleviate some burden for staff by automating the routing of the complaints to the specific divisions.

It was agreed that the process will be enhanced by the creation of an online student complaint form. The process will be based on the paper form we currently use and will include online directions for the student to follow. Samples of complaint categories will be provided for the student to determine the nature of the complaint and which division the complaint should go to. Student confirms entry of data and enters the PIN number to verify identity. Once submitted, student automatically receives an e-mail confirmation stating that complaint has been successfully entered into the system and complaint will be investigated within five business days, although resolution may take longer. Contact information for respective divisions will be provided on website and in student’s confirmation e-mail for student to follow up with complaint.

It was decided that the divisions would be as follows:

1. Student Services
2. Academic Affairs
3. Administrative Services.

Appropriate staff member of division will forward complaint via e-mail to respective staff for review.

1. Appropriate personnel handling the complaint will e-mail Resolution (Final Outcome) to the respective Vice President’s secretary/assistant to log.

2. If Appropriate Personnel does not receive resolution from staff, he/she will e-mail staff and copy Vice President and the Vice President’s secretary/assistant until the Final Outcome is logged.

3. The progress of the complaint is logged by the Vice President’s secretary/assistant.
4. Complaint log for each division is reviewed every three months by the President (Dr. Perez).

5. After complaint is resolved, survey will be e-mailed to student for evaluation of the Student Complaint Process Online.

6. Stats will be compiled in a report by each division at the end of each semester showing division, department, problems as categorized (for example personnel issue or lack of communication) and student survey results.

Dennis Schroeder will present the process map at the next meeting which was determined to be Dec 9, 2013 at 11:30 AM in the small conference room behind the Information Center.