Dean Ludi Villegas-Vidal met with Dean Master to receive input regarding the Online Student Complaint Process Design for IT.

1. Website address was updated.

2. Dean Master suggested that the staff need to be trained who will be logging the complaints.

3. It was agreed that the president will review the long every three months.

4. It was agreed that we would divide complaints into separate categories to determine where we need improvement for the following year.