The Student Complaint/Grievance Log for the five-year period, spring 2009 through the summer of 2013, is incomplete because many student complaints were handled informally. After compiling all the data for the five-year period, an analysis was completed to determine the patterns of complaints and the departments involved.

The following categories of complaints were assessed:

1. Customer service complaints
2. Phone related complaints
3. General complaints pertaining to the functions of a department
4. Instructor complaints
5. Student Grievances

In reviewing the various types of complaints for the five-year period, the most common complaint was customer service. We received several complaints about the staff not picking up the telephones in many Student Services Departments. General complaints about functions of departments were also reported. We had various instructor complaints ranging from instructor behavior to complaints about grade issues. There were some complaints about students having problems with other students in class. One formal grievance in the area of instruction was documented.
Due to the informality of how the complaints were handled, many complaints were not documented as resolved. In 2009 and 2010, all of the documented complaints were resolved. In 2011, fifty percent of all documented complaints were resolved. In 2012, twenty percent of all documented complaints were resolved. In 2013, fifty-five percent of all documented complaints were resolved.

In conclusion, the findings indicate that there is a high level of training necessary for improving customer service especially in various departments. As a result, workshops have been assigned for all the student services staff to attend. On January 9, 2014, Student Services supervisors and managers participated in a customer service workshop provided by the Vice President of Student Services (8.9c3 Customer Service Presentation for Supervisors and Managers January 9, 2014). On January 23, 2014, a mandatory retreat is scheduled for all Student Services staff to review and explore improvement in the areas of customer service as well as team building and motivational exercises (8.9c4 Student Services Retreat Agenda January 23, 2014). In addition, the Employee Assistance Program, sponsored by the LACCD, will be utilized to present workshops to further address customer service, work ethics, communication, organizational, and leadership skills. Ongoing training in the area of customer service will be forthcoming each semester for the purpose of evaluation and improvement.