

NWCCD Student Complaint Process

In support of our students and our commitment to providing a high-quality educational experience, Northern Wyoming Community College District (NWCCD) has established a process for registering a complaint. And in compliance with regulatory agencies, NWCCD tracks complaints so we may monitor quality of our service to students.

Students have many avenues in which they may express concerns. Resident Assistant evaluations, student evaluations of instruction, through student government, and often students go directly to faculty, staff or administrators. Students may submit concerns or complaints using *My Voice* on the *MyNWCCD* portal or may write or call the Dean of Students directly. The Dean logs complaints and takes appropriate action, which may include bringing others into the process to properly address the problem. If a response is requested and contact information is provided, the Dean can respond directly to the student. Title IX complaints - e.g., sexual harassment, assault, bullying - are handled using Title IX guidelines, but are entered into the log in abbreviated form.

The President's Team reviews tracked complaints/incidents quarterly to identify patterns of concern. A summary review in January provides input for the annual budget process, trustee risk assessment workshop and departmental work-plan planning for the upcoming fiscal year. During the spring budget planning cycle each work area evaluates complaints and incidents related to its area along with other data points (SSI, CCSSE, etc.); this information inputs to the annual work plan and associated budget requests with an eye to improving quality in that area.

DEFINITIONS

Complaint:

- ◇ Descriptive text submitted in writing, or by email, fax or online form
- ◇ Not a question
- ◇ Not a request for a decision
- ◇ Not an appeal to re-examine a decision
- ◇ Not a grievance (separate defined process provided in the Student Handbook)

Student:

- ◇ An individual currently enrolled full-time or part-time, or enrolled in the past year
- ◇ Not a person suspended/dismissed and required to re-apply for admission
- ◇ Not a parent, relative, employer, member of the public, etc. – even if related to a student

DATABASE ELEMENTS

- ◇ Date complaint received Individual(s) identified with complaint
- ◇ Nature of the complaint

- ◇ Office assigned to address the complaint
- ◇ Steps taken to resolve it
- ◇ Institution's final action
- ◇ Date of final resolution
- ◇ Title IX (Y/N)
- ◇ External actions by complainant (e.g., lawsuit, EEOC, OCR)

REGULATORY REFERENCES

- ◇ Code of Federal Regulations 34 CFR 602.16(a)(1)(ix)
- ◇ Higher Learning Commission Policy FDCR.A.10.030 Institutional Records of Student Complaints