



# POLICY

## Category

### 3-31 Non-Instructional Concerns

## Approval

<b>LC Approve:</b> 8/23/23
<b>Effective Date:</b> 11/27/18
<b>Revised:</b> 8/23/23
<b>Responsible Party</b>
Vice President of Student Success

---

## Non-Instructional Concerns

### Non-Instructional Student Concerns

A student who feels that he or she has been treated unfairly by any employee with regard to a non-instructional process such as a student services, bookstore, or business office process must exhaust the following options in sequence prior to petitioning the appropriate Vice President or Executive Director. Efforts are made by the college to resolve concerns at the lowest possible level.

*Students wishing to pursue an instructional concern (Examples of instructional or course concern are instructor behavior, class policies, and unfair expectations or demands) should follow the Student Concerns process outlined in the Academic Code of Conduct, Policy 5-01.*

1. The student must meet with the staff member and attempt to resolve the problem. If no resolution:
2. The student must state the concern in writing and meet with the appropriate Dean/Director. Departments may require specific documentation that the student will be responsible to obtain. As a result of the meeting with the Dean/Director action may or may not be taken.
3. The appropriate Dean/Director will inform the student in writing of the final decision within ten (10) calendar days following the meeting. If the student contests the Dean/Director's action/decision, he/she must submit the request in writing to the appropriate Vice President or Executive Director within ten (10) days of the notice of the Dean/Director decision. The request should include documentation of everything that the student wants considered in the decision.

The Dean/Director may also submit written documentation and recommendations. The Vice President or Executive Director will notify the student in writing of a final decision within ten (10) days. This decision will be final.

If no resolution, a student may file a complaint with the President. The complaint must be filed in writing within ten (10) calendar days of the notice of the Vice President or Executive Director's decision. The written complaint must contain specific details regarding the incident, employee or school regulation, which is being protested. The President will respond to a complaint which has been appropriately filed and provide a time line for official response. The official response will be given to the student in writing.

If a student does not accept the President's official response, the student has the option of proceeding to WSU Tech's Board of Trustees. The complaint must be filed in writing to the Clerk of the Board within 10 days after the official response from the President is first received. The Clerk of the Board will respond to a complaint, which has been appropriately filed, within 10 days of receiving the written complaint. The Clerk of the Board will provide a time line for official response from the Board of Trustees. Board members may choose to invite the student to an executive session in order to gain further information. The official response of the Board of Trustees will be given to the student in writing. The Board's decision shall be final.