

PROBLEM RESOLUTION PROCEDURE

Student Problem Resolution Form

PROBLEM RESOLUTION PROCEDURE (concerns with College Policies or Staff Members)

The Problem Resolution Procedure is designed to assist students in addressing problems that involve the application of a college policy by a CCC staff member or the conduct of a CCC staff. Any other staff member approached by a student with such a complaint should assist him or her in finding and following this procedure. This process is designed to solve problems informally between the student and staff member if possible, but provides for a second, more formal option if needed. Whether formal or informal, all parties are urged to respect the confidential nature of these discussions. Note that this procedure is not appropriate for pursuing a sexual harassment or discrimination complaint (there are separate procedures in Section VIII for those purposes). Also, in the event of a conflict between this procedure and the negotiated agreements between CCC and the Full-time and Part-time Faculty and Classified employees, the negotiated agreements shall prevail.

A. Informal Procedure

1. The first step is for the student to meet with the staff member involved and discuss the matter directly and respectfully with the goal of resolving the issue at this level. (Note: If the student acts out with a staff member inappropriately, the student's behavior may constitute grounds of disciplinary action under the Student Conduct and Disciplinary Policy.)
2. If the issue is not resolved after the direct meeting with the staff member, the student should schedule a meeting with the staff member's immediate supervisor (for teaching staff, this would likely be the Division Dean or Department Chair). This meeting should be held within five working days of the student's request. The goal of the meeting is for the supervisor/chair to learn more about the situation from the student, and then explain the student's options or the college's expectations of conduct clearly, hopefully leading to an informal resolution of the problem. Depending on circumstances the supervisor/chair may arrange a meeting between the student and the staff member, or mediate between them.
3. If the student still does not believe that the issue has been resolved and wishes to pursue a matter further, the student is advised to use the formal procedure listed below.

B. Formal Procedure

After the informal procedure, if the student is not satisfied with the outcome, he or she may consider pursuing the formal procedure outlined here.

1. The student should complete the Problem Resolution Form, located on the CCC portal under the "forms" section. The student should fill out the form and submit it to the appropriate supervisor or Dean within 30 working days of the end of the term in which the problem occurred.
2. As an alternative to filling out the form, a student may provide the following in writing:
 - i the student's name, address, phone and student identification number or social security number (SSN);
 - ii a reasonably detailed description of the problem that led to the complaint;
 - iii where appropriate, the date, time, location and/or class where the problem took place;
 - iv the name(s) of the staff member(s) involved; and
 - v the desired corrective action, Common examples are:

- a) None: I just wanted to make sure the college had this in writing and on record;
 - b) I want a better/full explanation of College policy and how it led to this decision;
 - c) I disagree with the outcome of a policy and would like to appeal or change that outcome.
 - d) I want to know whether there is any other policy that can help address my concerns;
 - e) I want my complaint about a staff member's conduct to be taken to the next level: formally addressed between the staff member and his/her supervisor in a review or similar context; (Combinations of the above or other desired outcomes are also possible.)
3. The supervisor or Dean will investigate the situation fully and gather necessary evidence for a decision. The supervisor or Dean may ask the student and staff member to meet together or separately as appropriate. If reconciliation is attained during this step, the staff member and student will sign a statement to that effect. If reconciliation is not attained, the supervisor or Dean will decide the outcome of the process and provide a written explanation of that decision to the student within ten (10) working days of receiving notice of the student's request.
4. The student can appeal this decision to the next administrative level (generally a Dean or a Vice President), by forwarding the decision letter from the supervisor or Dean along with a statement explaining why the student believes that decision was incorrect. This statement should be sent within 10 working days of the receipt of the letter. If that appeal administrator concludes further evidence should have been gathered or considered, he/she may send the matter back to the supervisor or the Dean with those instructions. If the appeal administrator is satisfied that enough evidence has been gathered, he/she may affirm or modify the supervisor or Dean's decision and will inform the student of that decision. The decision from this step is final and may not be appealed.

C. Disposition of Records

Unless the problem resolution process involves student resolution of issues related to student conduct or behavior, no records of the problem resolution process will be entered into the student's record.

Deadlines

Both the college and the student have an obligation to meet the deadlines specified in this procedure. Where meetings must be held within a specified period, the deadline may be extended by mutual consent of the student, the staff member and the appropriate administrator. Otherwise, any failure by the student either to meet a deadline or to make a reasonable attempt to be available for meetings is grounds for denial of complaint. Failure by the responsible college official to meet a deadline does not prejudice the complaint but is grounds for a complaint against that official.