

# North Central State College Student Complaint log 2018

Year	Department/ Academic	Type of complaint	Level of Resolution	Action Taken
2018	LA/Psych	Student was having problems receiving the e-text. Sent increasingly abusive e-mails and comments.	Dean/VP notified	Met with student to discuss resolution of the text problem and consequences of abusive e-mails.
2018	LA/Speech	Student accused of photographing and sending via phone a close-up of another students groin while giving a speech.	Dean/VP notified	Class videos and conflicting reports from the other students did not corroborate the accusation. Victim did not desire to file a complaint. Photography not allowed in class.
2017	LA/Early Childhood Ed.	Student accused of lewd behavior, social media posting and breaking the code of conduct for ECD program.	Assistant Dean to Dean	Met with student to discuss the issues and resolution plan.*
2017	LA/Early Childhood Ed.	Additional instances of same behavior.*	Dean	Met with student to discuss ramifications of behavior.
2017	LA/English	Student complaint regarding instructors lack of help, poor instruction and failing grade.	Assistant Dean to Dean	Student was directed to tutoring, instructor was notified to provide additional assistance.
2017	LA/English	Grade Appeal	Dean, Formal grade appeal.	Appeal process followed, appeal denied.
2017	LA/FYEX	Disruptive student behavior	Dean	Met with two students discussed behavior, policy and consequences. No additional problems.
2017	LA/Speech	Grading and policy complain	Dean	Met with instructor to address issues. Instructor developed resolution plan.

# Health Sciences NCSC Student Complaint log 2010-2016

<b>Year</b>	<b>Department/ Academic Division</b>	<b>Type of complaint</b>	<b>Level of Resolution</b>	<b>Action Taken</b>
2010	Health Sciences	Request to enter with Advanced Standing	Dean	Denied
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2010	Health Sciences	Appeal of unsatisfactory performance	Dean	Denied-Plagiarism-Student dismissed
2011	Health Sciences	Pre-req waiver dispute	Dean	Denied-Student did not take class at Columbus State that would transfer.
2011	Health Sciences	Did not know she needed to sign an imcomplete form--She just walked away from class	Faculty	Student completed new application and was put on as first alternate for program.
2011	Health Sciences	Request to do a retroactive withdrawal	Dean	Denied
2011	Health Sciences	Requesting monetary and otherwise compensation for academic discipline imposed.	Assistant Attorney General	Denied - Student was informed she could re-apply or discuss Advanced Standing.
2011	Health Sciences	Student requested to overlap two classes	Dean	Student was administratively withdrawn from one class with 100% refund. Encore error.
2011	Health Sciences	Course grade dispute-Issue with not getting questions answered by instructor.	Dean	Grade change denied-Breakdown of all tests, quizzes, etc. emailed to her.
2011	Health Sciences	Sexual Harassment complaint by instructor.	Dean	Student met with Peg Moir, asked to drop class, have no contact with instructor and get counseling.
2011	Health Sciences	Course grade appeal--asking to retest after learning disability confirmed.	Vice President for Learning	Denied -- Sandra Luckie informed student that retroactive use is not permitted.
2012	Health Sciences	Loss of attendance points.	Director of Nursing	Denied
2012	Health Sciences	Requesting to be re-admitted to Part B of an on-line course. Taken out for non-attendance.	Director of Nursing	Denied based on no contact or papers turned in for 30 days.
2012	Health Sciences	Grade Appeal	Dean	Denied
2012	Health Sciences	Academic Dishonesty	Dean	Student received "F" in course and copy of letter was put in her academic record.
2012	Health Sciences	Request for grade review.	Dean	Grade stands as is.
2012	Health Sciences	Course grade appeal	Vice President for Learning	Denied -- Suggested student apply for Advanced Standing.

2012	Health Sciences	Academic Dishonesty	Dean	Student received a "0" for the exam and was dismissed from the program.
2012	Health Sciences	Requested to retest on Advanced Standing Module	Dean	Denied. Student would need to re-apply to program
2012	Health Sciences	Grade Appeal	Dean	Denied - Suggested student option of Advanced Standing.
2013	Health Sciences	Student requested to review all quizzes and tests.	Dean	Student given opportunity to review all quizzes and tests.
2013	Health Sciences	Requesting for a HESI retake	Dean	Denied.
2013	Health Sciences	Mistreatment by faculty	Gina Kamwithi	Asked to withdraw from nursing classes.
2014	Health Sciences	Disputed Grade	Dean	Changed Grade. Instructor Error.
2014	Health Sciences	Students being quizzed on information not in packets.	Dean	Discussed with Course Coordinator who will discuss with instructor.
2014	Health Sciences	Students petitioned to run a summer BIOL 2752 course.	Dean	10 week course not sufficient for student success in this course. Will revisit next year with a possible pilot group of students.
2014	Health Sciences	Mother of student complained that her daughter was not advised to take an ENGL course, now this backs up her schooling by one year.	President	After much checking into the situation, student appeared to be in the ENGL course presently. Unsure what mother meant.
2014	Health Sciences	Denied PTA Application -- She informed the Dean that she was given the wrong Admission Procedure and missed Deadline.	Dean	The Dean and the PTA Program Director stood by their decision not to allow her in program. She went on to the OTA program.
2014	Health Sciences	Student wanted admitted to class after being dropped for not attending 1st two weeks.	Dean	Denied. Dean stood by college policy of no entrance after two weeks of non-attendance.
2014	Health Sciences	Anonymous non-student making demands	Vice President for Learning	Kelly sent e-mail back thanking person for comments and offered to meet with student.
2014	Health Sciences	Student requested to finish class on-line or get an incomplete. Claims in hospital and bed rest.	Dean	Instructor asked student for documentation from doctor and hospital confirming claims and he would give her an incomplete. Instructor never heard back from student.
2014	Health Sciences	Student dropped from program for attendance plus she had issues with the grading.	Dean	

2015	Health Sciences	Two students want money back for not passing the CPC Examination.	Dean	Denied. Information gathered suggests that it was not the instructor's fault.
2015	Health Sciences	Did not get extra points for re-do assignment and instructor did not discuss honors project with him which made it not accepted on time.	Dean	Instructor did not tell class that they would get extra points for re-do's and honors project would not be accepted due to inconsistencies.
2015	Health Sciences	Student complained that she was having issues with other students in her lab.	Assistant Dean of Health	Student was moved to another lab.
2015	Health Sciences	Refusal into RN program due to failing HESI. After completing PN program, she wanted to take the 1 remaining RN course and graduate.	Vice President for Learning	Denied. Student was informed by Kelly Gray to complete the LPN to RNUR Articulation Process.
2015	Health Sciences	Fell in parking lot. Wanted reimbursement for medical tests.	Dean	Information provided to VP of Business & Administrative Services to communicate with student.
2015	Health Sciences	Issues getting a PTA packet	Dean	Denied. Did not meet deadline.
2016	Health Sciences	Altercation over seating in Room 107-HS	Craig Ali	Sanction recommendation to all students
2016	Health Sciences	Maximum Time Frame Rule	Appeal Committee	Extend eligibility granted
2016	Health Sciences	Test Proctoring Protocol	Dean of Health Sciences	E-mail sent to student explaining instructor's intent was to provide them with necessary time and support for the time frame they requested.
2016	Health Sciences	Contested final grade	Dean of Health Sciences	Denied. Did not fill out grade appeal. Administratively removed from courses.
2016	Health Sciences	Unprofessional behavior in lab with another student.	Dean of Health Sciences	Dean discussed event with student. There were no further issues.

## North Central State College Student Complaint log 2016-2018

Year	Department/ Academic Division	Type of complaint	Level of Resolution	Action Taken
6/1/2016	BIT: MFGT	Grade complaint from Student	Dean	Grade Upheld practices of faculty questioned and discussed.

9/1/2016	Kehoe Center	Threat of violence - Student made remark of harming other students and was reported by faculty member who overheard comment.	Dean, Campus Security, TRIO	Through proper channels, student was placed on probation and later reinstated to classes after attending counseling sessions.
10/1/2016	BIT: College Now	Noise complaint in open computer labs	Dean	Students received warning from Darcy Carns, College Now Director. Darcy was consulted and asked to speak with students again.
11/1/2016	BIT	Lack of job placement upon graduation	Dean	
12/1/2016	BIT: VCMT	Grade and instructor interaction from students	Assistant Dean	Met with students seperately.
1/9/2017	BIT: ACCT	Continous calls from graduate to faculty member regarding corruption in Ashland County	Dean, Campus Security	Each call is recorded and forwarded to Campus Security.
1/17/2017	BIT: VCMT	Invasion of Privacy - Complaint that nude photograph was submitted by a student for exhibition, the subject in the photo is a minor and the photo was used without permission	Dean	Complaint was intended for the art department of North Central College in Illinois. Complaint was forwarded to VP of Student Affiars at NCC.
2/17/2017	BIT: College Now	Female student in College Now Engineering was being "bullied and sexually harrassed" by male classmates	Pioneer Supervisor	Met with students seperatly. Gave female student option to complete a harassment form. She declined. Parents of involved students were contacted and made aware of situation and resolution. Notes will be kept on file at Pioneer.
8/17/2017	BIT	Male student left expetive filled voicemail messages for the division academic liaison and other student service staff members. The same student was aggressive when engaged by liaison in a phone conversation regarding advising. Student left threatening public comment on college social media with the complaint that the staff did not know what they were talking about.	Dean, Campus Security	Campus security was alerted and all relevant recorded messages forwarded. Dean spoke with student about unprofessional language. Student dropped all classes by choice in September, 2017.

9/6/2017	BIT: College Now	Intervention/prevention for College Now student threatening suicide.	College Now Director	College Now Director contacted student's mother and high school counselor. High school counselor will be following the student's school protocol for suicide prevention.
1/18/2018	BIT	Student claimed that a faculty member made a comment that this student interpreted as racially insensitive.	Dean	That student agreed to speak with the faculty member in question on 1/26/18 and will call me back with an update.
4/17/2018	BIT	Complaints from students regarding a faculty member's behavior in the classroom and with grading.	Dean, Asst Dean, Faculty Member, AAUP Rep	Several meetings on that issue including meetings with the faculty member and AAUP reps as well.