

North Central State College Student Complaint

| Year | Department/ Academic Division | Type of complaint | Level of Resolution | Action Taken |
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| 2016 | Mathematics/Liberal Arts | Two students complained of instructor's rudeness as their cause for withdrawing from class | Assistant dean | Part of performance improvement action |
| 2016 | Mathematics/Liberal Arts | Student complaining about late policy and instructor abrasiveness related to death in family | Assistant dean | No extra time provided for homework but tutoring set up to help the student catch up. |
| 2015 | Mathematics/Liberal Arts | Four students reported that MATH 0074 instructor was losing consciousness in class | CAO | Instructor was found to have a medical condition that caused problem and was relieved of position. Students in the class received a refund and were enrolled in the STAT 0086-1010 courses the following semester |
| 2015 | Mathematics/Liberal Arts | Three students reported intimidating, abrasive instructor behavior | Dean | Informal disciplinary meeting held and instructor started on performance improvement plan |
| 2015 | Mathematics/Liberal Arts | Student reported grade discrimination | HR Director | Grading practice was found to be discriminatory but not racially motivated. All students were given increased grades on the test to make up for extra time given to one student. |
| 2014 | Mathematics/Liberal Arts | Student reported F grade after making up Incomplete | Assistant dean | Grades explained to student--makeup work received failing grades |
| 2014 | Psychology/Liberal Arts | Student missed 4 classes due to pregnancy complication. | Instructor | Student transferred to online class |
| 2014 | English/Liberal Arts | Student complained that failing grade was based on instructor's refusal to accept late work | Assistant dean | Events and grades were investigated. Grade was consistent with course policies stated in the syllabus. Appeal was denied. |
| 2014 | English/Liberal Arts | Student complained that she was not told that she needed to carry 6 credit hours to receive financial aid | Assistant dean | Arrangements were made for student to add WRIT 0080, a course that she needed |
| 2014 | English/Liberal Arts | Student requested credit for ENGL 1030 based on GRE scores | Assistant dean | Credit given |
| 2014 | Liberal Arts | Student reported having been stalked by a staff member in the Cashier's office | Campus Police | Officer Hoffer investigated and found no evidence to support the allegation |
| 2014 | English/Liberal Arts | Dual-enrollment student fell behind in assignments due to death of family friend | Assistant dean | Grade appeal was denied. Student failed course consistent with course policies due to excessive absences (two months) and quality of work turned in |

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| 2014 | English/Liberal Arts | Student failed ENGL 1010 due to receiving no participation points | Assistant dean | After asst. dean explained that participation policy of awarding no points after missing three classes was inconsistent with department/division attendance practices, instructor changed student's final grade. |
| 2013 | English/Liberal Arts | Student requested opportunity to submit assignments by email during trip to Africa | Instructor | Student advised of potential difficulty and recommendation to withdraw. Email set up but student failed course. |
| 2013 | English/Liberal Arts | Four students complained of abusive, discriminatory instructor behavior | President | Instructor chose to retire |
| 2013 | English/Liberal Arts | Student complained about limits placed on argument essay | CAO | Student allowed to keep chosen topic under the direction of philosophy instructor |
| 2013 | Mathematics/Liberal Arts | Another complaint about teaching style/lack of clarity in style of STAT 1000 instructor | Assistant dean | Instructor assigned to work with another faculty member on making instruction clearer |
| 2012 | Mathematics/Liberal Arts | Student complained about teaching style of instructor in STAT 1000 course | Assitant dean | Observation did not reveal style problem. Student evaluations were positive |