



**Student Complaints
Annual Report
2017-2018**



WAUBONSEE
COMMUNITY COLLEGE

Where futures take shape

Purpose

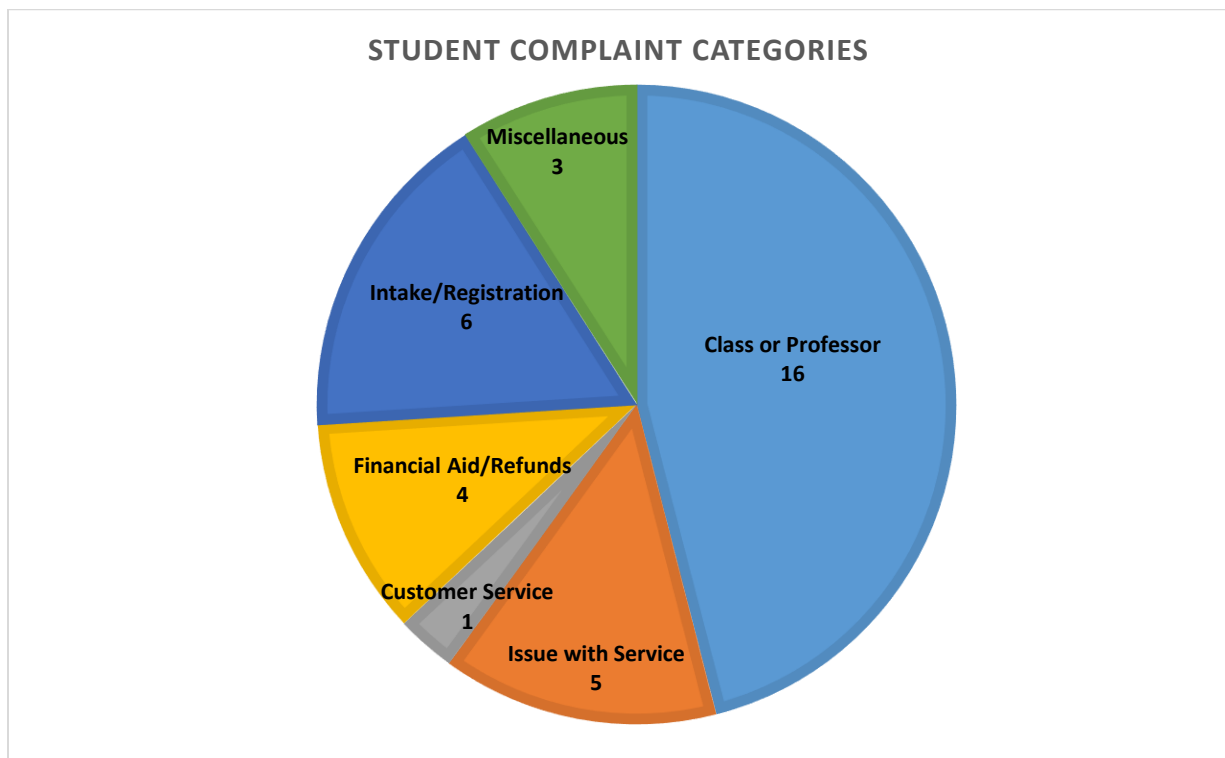
At Waubensee Community College, our goal is to ensure our students and district residents have a positive experience while at the college. One way to ensure satisfaction is to collect information regarding student dissatisfaction in both aggregate or disaggregate data and to address the concerns raised by individual students/stakeholders. As part of the accreditation process, the Higher Learning Commission requests specific information regarding student and other stakeholder complaints (Category 2 – Meeting Student and Other Key Stakeholder Needs, 2.4 Student Complaints).

All formal complaints must be put in writing and submitted via the online Student Complaint Form which feeds into the Waubensee Intervention Form (WIF). Once received the Vice President of Student Development works with the appropriate administrator in how best to address the concern. This process allows us to collect, analyze and respond to complaints.

Executive Summary of Findings

Below you will find information on the Student Complaint Categories from August 1, 2017 through July 31, 2018.

- A total of 199 WIFs were submitted.
- Of the 199 WIFs submitted, 35 were student complaints.
- The remaining 164 WIFs are addressed in the Student Conduct Report.



Student Complaint Categories and Themes

The 2017-2018 academic school year is the inaugural academic year for formally analyzing data from student complaints. Of the 35 complaints submitted, the data was reviewed in order to see what themes could be extracted. In all, six areas of concern were identified as being significant enough to warrant an independent category. In the remainder of this report, each category is defined and the relevant themes for the 2017-2018 school year are evaluated.

➤ **Concerns with Class or Professor**

Classification Definition: Student complaints are classified as a concern with a class or professor when the complaint involves a student who is discontent with the action and/or inaction of a professor with whom they take a course. This course can be either traditional or online.

2017-2018 Analysis: Student concerns with a class or a professor was the number one complaint type submitted. Of the 16 complaints identified in this category several of them seem to indicate a concern about how the professor was teaching the course or grading assignments. There was one student that made a complaint about a professor making them feel singled out during a class session, however this seemed to be an outlier. Many of these complaints were forwarded to the appropriate academic dean who took action to resolve the complaint.

➤ **Intake/Registration**

Classification Definition: Student complaints are classified as intake/registration when there is an issue specifically with a service that is essential in securing the matriculation of students on the campus. Those offices include areas such as admissions, registration/records, academic advising, etc. Given that financial concerns have a separate category, issues with intake concerning financial aid would be excluded from this category.

2017-2018 Analysis: There were six intake/registration issues that were reported during the academic year. Most of the issues had to do with students having difficulty around registering for classes which in turn led to financial consequences. The majority of these complaints were followed up on by the corresponding department.

➤ **Issue with a Service**

Classification Definition: Student complaints are classified as an issue with a service when a student has a negative experience as a result of a process or views the overall office negatively as a result of their interaction. This does not include a negative personal interaction with a staff member, which is classified as a customer service issue as outlined above.

2017-2018 Analysis: There were only five complaints in this category for the academic school year. Many of the complaints focused on a lack of clarity related to certain processes outlined by different departments such as the testing center or counseling. Two of the cases resulted in a process improvement while one case resulted in follow up by the department administrator. The last incident was not able to be resolved due to lack of follow up by the complainant.

➤ **Financial Aid/Refunds**

Classification Definition: Student complaints are classified in the financial aid/refunds category when their complaint pertains to a monetary issue related to their education.

2017-2018 Analysis: There were four complaints that fell into this category for the academic school year. Most of the concerns had to do with students needing to withdraw for personal reasons. Based on the resolutions of those cases, it appears many of the students had their issues resolved.

➤ **Miscellaneous**

Classification Definition: Student complaints are classified as miscellaneous when it does not entirely fit into one the aforementioned categories.

2017-2018 Analysis: There were three complaints that fell into this category. Two of them had to do with student concerns surrounding athletic eligibility and issues with a pending scholarship. The last complaint came from a community member looking to audit a class.

➤ **Customer Service**

Classification Definition: Student complaints are classified as a customer service complaint when they have a negative interaction that is specific to the person they are engaging with rather than frustration with a process being implemented by the staff member.

2017-2018 Analysis: There was only one complaint in this category for the academic school year. The student received an apology and the corresponding department followed up on the student's needs accordingly.