



**Student Complaints
Annual Report
2019-2020**



WAUBONSEE
COMMUNITY COLLEGE

Purpose

At Waubonsee 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).

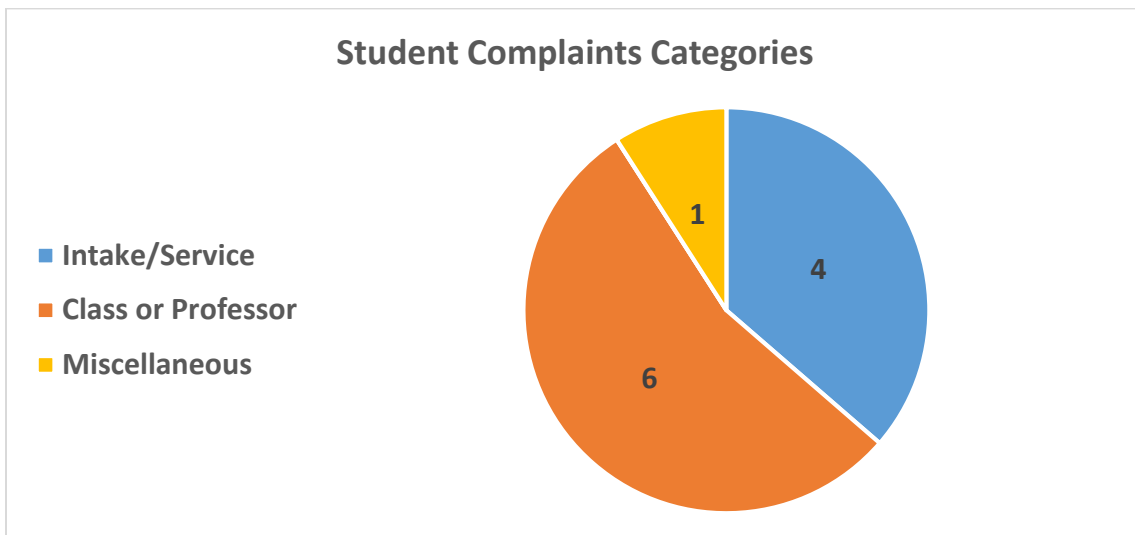
The Student Handbook (p. 157) was updated with information regarding how to file a report and the steps taken to resolve complaints. Additionally, information was shared at a Joint Instructional Council meeting (September) to inform Instructional Deans of the process and a session was provided during the New Faculty Learning Academy regarding our student complaint process.

All formal complaints are encouraged to be submitted via the online Student Complaint Form, which feeds into the Maxient database. Once received the Assistant Vice President of Student Services works with the appropriate administrator to best address the concern. This process allows the college to collect, analyze and respond to all formal complaints.

Executive Summary of Findings

Below you will find information on the Student Complaint Categories from August 1, 2019 through July 31, 2020.

- A total of 121 Waubonsee Intervention Forms (WIFs) were submitted.
- Of the 121 WIFs submitted, 11 were student complaints.
- The remaining 110 WIFs are addressed in the Student Conduct Annual Report.



Student Complaint Categories

For August 1, 2019 through July 31, 2020 academic year, the data was reviewed and cases were categorized into the following areas.

➤ Intake/Service

Classification Definition: Student complaints are classified as intake/service when there is an issue specifically with a service that is essential in securing the matriculation of students on the campus. There were four intake/service issues that were reported during the fiscal year.

Each of the four cases had a different issue that was addressed by the appropriate department or the Assistant Vice President of Student Services.

➤ 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.

Of the six complaints identified in this category there was no particular theme. All these complaints were forwarded to the appropriate academic dean who acted to resolve the complaint. In one complaint, the instructor reset the exam for the student.

➤ 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.

There were zero complaints that fell into this category.

➤ Miscellaneous

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

There was one complaint that fell into this category. The complaint submitted led to changing testing practices within the nursing program.

Waubonsee does not discriminate on the basis of race, color, national origin, age, sex, or disability in its programs or activities. Inquiries regarding this policy may be directed to: Michele Needham, Title IX/ADA Coordinator, Route 47 at Waubonsee Drive, Sugar Grove, IL 60554, compliance@waubonsee.edu.