



Student Complaints Annual Report 2020-2021



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).

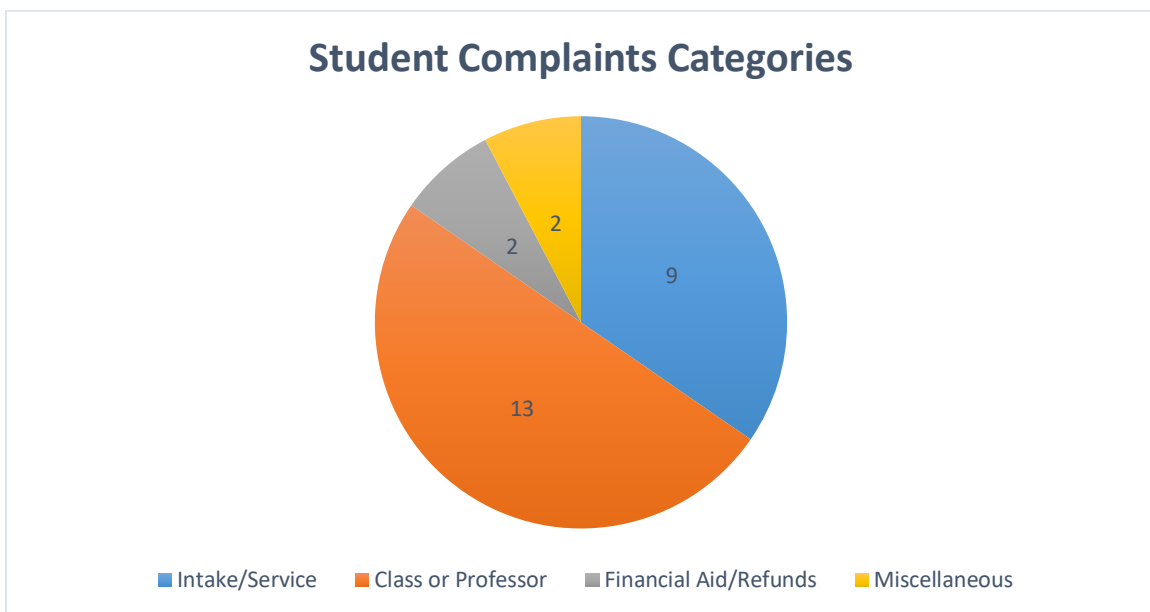
The Student Handbook (p. 155) was updated with information regarding how to file a report and the steps taken to resolve complaints and key offices/departments were updated regarding the process.

All formal complaints are encouraged to be submitted via the online Student Complaint Form. Once received the Assistant Vice President of Student Services and Alumni Relations works with the appropriate administrator to best address the concern. This process allows the college to collect, analyze and respond to all formal complaints. Records of complaints are stored in the Maxient (student conduct administration) database.

Executive Summary of Findings

Below you will find information on the Student Complaint Categories from August 1, 2020 through July 31, 2021.

- A total of 195 Waubonsee Intervention Forms (WIFs) were submitted.
- Of the 195 WIFs submitted, 26 were student complaints. This is an increase of 15 student complaints over the previous academic year.
- The remaining 169 WIFs are addressed in the Student Conduct Annual Report.



Student Complaint Categories

For August 1, 2020 through July 31, 2021 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 nine intake/service issues that were reported during the fiscal year.

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

➤ 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 thirteen complaints identified four were complaints against the same adjunct faculty member. All these complaints were forwarded to the appropriate academic dean who acted to resolve the complaint.

➤ 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 two complaints that fell into this category. In one case, the student was able to file an appeal which was approved and the other case complaint was granted approval by the president's office to absorb the student's remaining balance from 2008.

➤ Miscellaneous

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

There were two complaints that fell into this category. One complaint resulted in no additional responses from the complainant and the other case dealt with COVID protocols which was addressed by the Executive Dean for Student Success and Retention and Assistant Vice President of Education and Workforce Development.

Waubonsee does not discriminate on the basis of any individual's actual or perceived race, color, creed, religion, gender, gender identity, sex, sexual orientation, age, national origin, ancestry, veteran's status, military status, unfavorable discharge from military service, marital status, order of protection status, pregnancy, disability, citizenship status or any other characteristic protected by law in its programs or activities. Inquiries regarding this policy may be directed to: Michele Needham, Title IX/ADA/Section 504 Coordinator, Route 47 at Waubonsee Drive, Sugar Grove, IL 60554, compliance@waubonsee.edu.