



**Student Complaints
Annual Report
2022-2023**



WAUBONSEE
COMMUNITY COLLEGE

Purpose

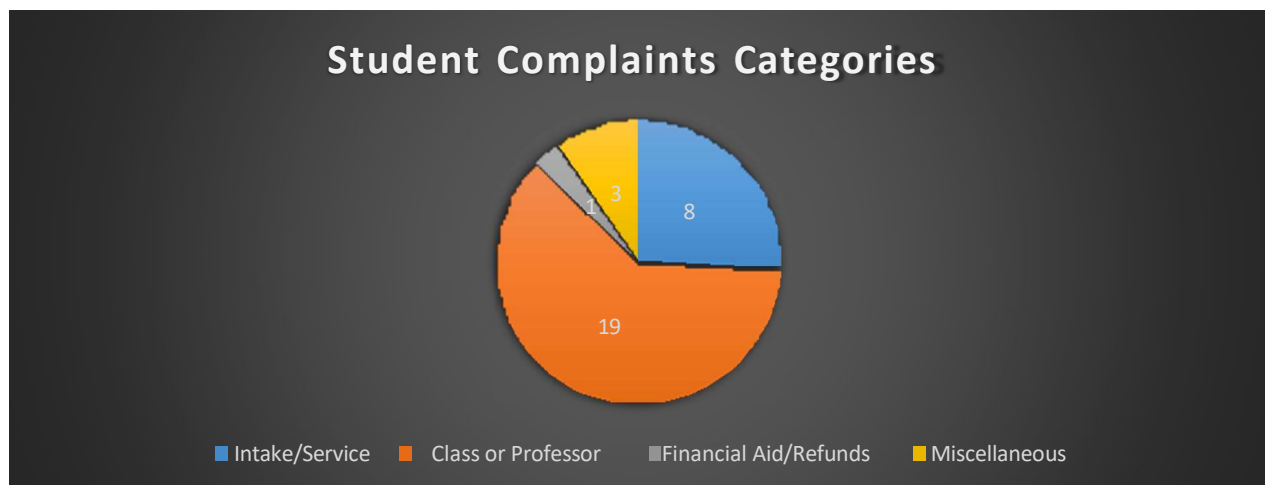
Our goal at Waubonsee Community College is to ensure our students and district residents have a positive experience while at the college. One way to ensure satisfaction is to collect information regarding student dissatisfaction in both aggregate or disaggregate data and to address the concerns raised 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 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, 2022, through July 31, 2023.

- A total of 335 Waubonsee Intervention Forms (WIFs) were submitted.
- Of the 335 WIFs submitted, 31 were student complaints. This is a decrease of 10 student complaints over the previous academic year.
- The remaining 304 WIFs are addressed in the Student Conduct Annual Report.



Student Complaint Categories

For the August 1, 2022, through July 31, 2023, 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 eight intake/service issues that were reported during the fiscal year.

Each of the eight 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 nineteen complaints identified seventeen were complaints with adjunct faculty and/or faculty members in the Health Professions and Public Service Division; Liberal Arts and Sciences Division; Visual Performing Arts, Education, and Science. All these complaints were forwarded to the appropriate academic dean who worked with the Assistant Vice President of Student Services and Alumni Relations to resolve the complaint. Two complaints involved the same incident and was forwarded to Human Resources for further investigation due to a claim of discrimination.

➤ 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 was one complaint that fell into this category. After reviewing the case, it was determined that the student was not at fault and a refund was processed.

➤ Miscellaneous

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

There were three complaints that fell into this category. One complaint was referred to the Human Resources Department for further review as a discrimination complaint. Another was in reference to concerning behavior of another student and the reporting complainant requested to stay anonymous and to keep the report on file. The third complaint dealt with the cancelation of the Math Bridge Program, therefore, TRIO/Student Support Services kept the student informed of options and helped them move forward academically. The Assistant Vice President of Student Services and Alumni Relations worked with appropriate administrators over these areas to address and resolve the complaints.

Student Complaint Promotion & Assessment

It is imperative that the Student Complaint process be promoted to inform students of the process on where to access the form and how to submit a complaint. Additionally, it is important to continuously solicit feedback for improvement. The following took place during the 2022-2023 year in order to effectively promote and assess the student complaint process.

➤ Promotion

- The Student Handbook (p. 153) 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.
- The college website page www.waubonsee.edu/report for filing a report or complaint was updated.
- All students were sent an email with the Marketing and Communications Things to Know (TTK) publication regarding submitting a complaint.
- Dr. Peska presented at the Fall 2022 Faculty Development Days with information about the Campus Assessment Team (CAT) and also shared information about the Student Complaint process.
- Dr. Peska attended a Student Senate meeting to talk about the complaint process.

➤ Assessment

- Each student complaint is asked to provide feedback regarding the process, which is used for process improvement.
- Dr. Peska solicited feedback from partners who assisted in resolving student complaints.
- Dr. Peska's visit with the Student Senate also provided feedback on the form, promotion, and process for students to submit complaints.
- Myrna Nuñez and Dr. Peska review and assess the processes annually before updating the website and the student handbook.

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.