

Formal Student Complaint log

Date received	Complaint	Date of response	Resolution	Not resolved – complaint forwarded	Date of response	Resolution	Not resolved-complaint forwarded
8/26/11	concerning financial services staff	9/19/11	Financial services staff spoke with student. Student admitted to being rude and apologized to staff member. She was helped with her issue				
10/10/11	concerning an instructor	1/4/2012	Concern was addressed with faculty member, student asked that reprimand letter be removed from file by ATC staff, but the class was not credited to students account (1/4/12)	11/30/11	1/4/12		
10/13/11	Class grade	11/2/11	Student had not spoken to faculty member first. Was able to handle the complaint informally				
12/7/11	numerous instructor complaints	10/15/11	Student was able to take her mid-term exam				
12/20/11	concerning advisor	1/27/12	Department chair spoke with student and new advisor was assigned. Student pleased with arrangement				
2/1/12	Residence hall HVAC	2/7/12	New motor was installed				
2/9/12	concerning on-line instructor	2/29/12	Student did not like teachers “teaching style”. Student who provided complaint was found to be harassing the instructor. She apologized and agreed to complete the course work as requested				
4/12/12	concerning instructor and accommodations	4/27/12	Student failed course stating he was not provided accommodations. After review it was determined that student had received accommodations. Was reviewed by Dean of Jasper campus, HR, and Provost. Did not pursue complaint after Provost (4/30/12)	4/28/12	4/30/12		
5/4/12	concerning instructor	5/31/12	Student met with Dean of College and discussed issue...did not respond to my request to confirm matter closed				
5/16/12	problems with Blackboard	5/21/12	Student contacted by Center of Teaching and				

			Learning and offered trouble shooting advice and support				
5/27/12	ability to make up work after absences	6/6/12	Pretest provided at ATC offered at no charge				
5/29/12	test score and accommodations	6/6/12	Found that student had been provided with all accommodations for test				
5/31/12	arrangements for a proctor	6/19/12	Student was provided alternatives for different proctors, at different sites, and during morning, afternoon, and evening slots				
7/19/12	flight time assistance	7/25/12	Accommodations were made to provide additional flight times				
8/17/12	financial aid processing	8/17/12	Student's fastpass became available on day of complaint				
8/21/12	seat size in classroom and lack of handicapped parking spaces	9/10/12	Academic College provided table in place of chair/desk. Student satisfied with arrangement.				
9/18/12	concerning an instructor	9/23/12	Student spoke with Dean concerning issue...did not respond to my request to confirm the issue was addressed				
9/19/12	being dropped from a class and instructors teaching methods	10/1/12	Student was provided credit for fall 2012 classes (10/19/12)	10/4/12	10/19/12		
9/19/12	withdrawn from class after skills test	11/4/12	Student met with Department Chair and Dean. Account was credited for class and assisted in enrollment in other classes that began second eight weeks				
9/27/12	concerning an instructor	10/3/12	Met with student and faculty to discuss. Student was moved to a different class				
10/1/12	withdrawn from class after skills test	11/4/12	Student met with Department Chair and Dean. Account was credited for class and assisted in enrollment in other classes that began second eight weeks				
10/5/12	tutoring work schedule was reduced	10/16/12	Staff located tutoring work in same classroom building. Student satisfied with results.				
11/13/12	parking	11/20/12	Provided him with campus planning name and number. Requested he return if needed additional help. Student did not return.				

12/10/12	Concerning faculty treatment	12/13/12	College Dean reviewed issues with faculty member and provided faculty with future expectations. Did not hear back from student to confirm matter was closed				
12/19/12	Concerning faculty remarks in class	1/11/13	College Dean counseled faculty member concerning remarks. Students did not respond to requests to confirm matter closed				
1/9/13	Complaint due to perceived negligence on VU concerning learning disability accommodations	2/22/13	Student was welcomed back by academic department but family felt they should be reimbursed for classes taken. Nothing in student record indicated student provided disability information or requested accommodations. Provost offered VU would provide tuition and fees for next semester of enrollment (4/11/13)	4/4/13	4/11/13		
1/15/13	Concern with change of tutor through the COPE office	2/5/13	New tutoring process and tutor arrangements worked out by office and students that were agreed upon by both parties				
2/6/13	Harrison Hall housekeeping	2/21/13	All items addressed and student confirmed matter closed				
2/22/13	Faculty rebukes on blackboard	3/12/13	Student took classes on VU campus as well as Jasper campus. Faculty member's postings were reviewed and discussed by department chair. Student confirmed matter had been address and did not want to pursue it any further				
4/26/13	Unprofessional behavior from tutor	5/1/13	Allegations were reviewed by supervisor and tutor apologized to student				
5/18/13	Complaint due to being released from tutoring position...sites it was due to his disability	5/21/13	Forwarded complaint to HR Department and notified Office of Disability Services. HR emailed student on 7/19/13 but he did not respond to invitation to meet				
5/24/13	Student requesting a grade review in broadcasting class	6/6/13	Advisor reviewed grades and contacted findings to student and offered to help her graduate with Gen. Studies degree. Student responded that she understood – 6-21-13				
6/17/13	Student complaint due advisor	6/21/13	Advisor and faculty contacted student to review				

	not returning calls and grade received in class		class grade....student is academically disqualified and could not return without review. Advisor wrote letter of support for his return				
7/3/13	Complaint regarding DE advisor and information she was receiving	7/15/13	Assigned new advisor				
7/21/13	Complaint – questioning grading in a class	7/23/13	Review of quizzes taken and found student had not completed all required				
11/19/13	Complaint concerning teaching methods in Biology - 100	12/16/13	Department Chair found that the coursework and grading all fall within the general guidelines of the BIOL 100 course	12/23/13	4/23/14	Dean spoke with instructor and gave specific requirements for future courses.	
12/23/13	Complaint regarding his paper being considered plagiarized when he did all the work. Student submitted the same work in two different classes	1/10/14	Long response – see email from Department Chair with date shown for response	1/13/14	2/18/14	Student spoke to the Provost last week, and faculty member and Chair also spoke with him. All parties feel the issue is resolved. Confirmed 5/7/14	
1/26/14	Complaint concerning allocation of his financial aid and allegation of ‘unprofessional’ behavior from Financial Services staff member	2/11/14	The review supported the decision not to deny financial aid to this student. Student was not satisfied with decision and requested it sent forward	2/24/14	4/1/14	After review the VP for Financial Services supported the decision to deny financial aid. Student request it be sent on	4/22/14
1/26/14	Student athlete complaint concerning treatment by coach. Felt disrespected	2/6/14	*First and foremost we are concerned with a student’s academic success at Vincennes University. Also in your case to be successful athletically, academically and socially. The complaints that you outlined concerning Coach have been reviewed and addressed. Based on the fact these are personnel issues I am unable to provide a detailed account on the resolve due to confidentiality *Based on NJCAA standards Vincennes University will honor your scholarship for the Spring 2014 Semester. In addition, our Women’s Basketball				

			<p>staff will assist you in finding another institution for you to play basketball during the 2014-2015 academic year.</p> <p>*Based on NJCAA standards your flight home after the Spring Semester 2014 will be honored by Vincennes University. In addition, your request to complete your degree requirement this summer has been denied.</p>				
2/15/14	Complaint due to classes not being cancelled due to weather	2/15/14	Student had not talked with anyone first...was contacted with name of person to speak with on campus but did not follow up				
2/19/14	Complaint regarding parking	3/4/14	Student did not respond to email request to confirm his complaint was addressed				
3/4/14	Complaint due to classes not being cancelled due to weather	3/4/14	Student had not talked with anyone first...was contacted with name of person to speak with on campus but did not follow up				
3/24/14	Complaint concerning accounting teacher	4/8/14	The instructor has suggested tutors in the lab in room 219 and offered her time to help the student as well as. (Student indicates that he does not have the time for this) He has also been offered to turn in late homework.				
4/28/14	Complaint regarding the restriction of use of a service dog	4/29/14	Student was allowed to have the dog in classroom, was requested to keep dog from jumping on staff, and Director of Disability Services reviewed web information and made changes and clarified how to register a service animal				