



Student Complaints Annual Report 2024-2025



WAUBONSEE
COMMUNITY COLLEGE

Purpose

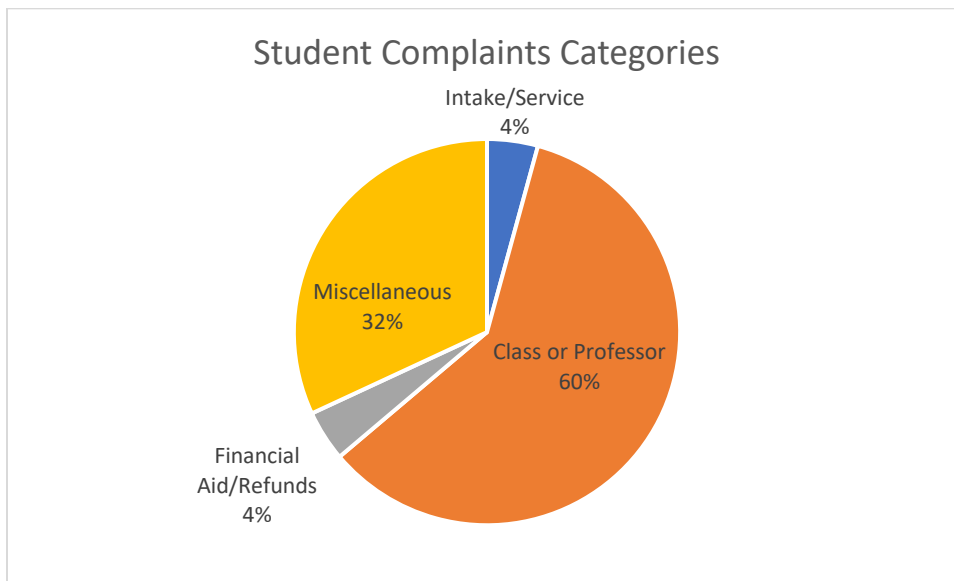
Our goal at Waubonsee Community College is to ensure our students and district residents have a positive experience while at the college. One way to ensure satisfaction is to collect information regarding student dissatisfaction in both aggregate or disaggregate data and to address the concerns raised by individual students/stakeholders. According to Higher Learning Commission (HLC) policy, “An institution shall be able to demonstrate that it keeps an account of the student complaints it has received, including its processing of those complaints, and how that processing comports with the institution’s policies and procedures on the handling of grievances or complaints. Upon request, an institution shall make available to HLC evidence that, at regular intervals, it analyzes data related to student complaints received and identifies opportunities for institutional improvement.”

Students/stakeholders are encouraged to submit all formal complaints via the online Student Complaint Form. Once received the Assistant Provost of Academic and Student Success 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, 2024, through July 31, 2025.

- A total of 221 Waubonsee Intervention Forms (WIFs) were submitted.
- Of the 221 WIFs submitted, 47 were student complaints. There was no change in the number of student complaints over the previous academic year.
- The remaining 174 WIFs are addressed in the Student Conduct Annual Report.



Student Complaint Categories

For the August 1, 2024, through July 31, 2025, 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 two complaints that fell into this category. One student was provided a waiver to continue to receive in-district tuition through spring 2027 as part of a group that was grandfathered in. The other student complaint was related to accidentally removing themselves from the waiting list. This student was able to find a suitable alternative course with the help of their advisor.

➤ 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 an instructor or professor with whom they take a course.

- Twenty-six complaints identified were with adjunct faculty and/or full-time faculty members in the Arts & Humanities Division; Mathematics & Sciences Division; Academic Support Division; Business & Social Science Division; Health Profession & Public Service Division. All of these complaints were forwarded to the appropriate academic dean who worked with the Assistant Provost of Academic and Student Success in navigating possible resolutions, such as a grade change appeal.

➤ 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. After presenting additional documentation, one student's tuition appeal resulted in a refund. The other student requested improvements to the emergency needs funds process which was shared with the Director of Student Financial Services.

➤ Miscellaneous

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

There were fifteen complaints that fell into this category. Two complaints were in reference to misinformation of the Boys and Girls Club day care service and Canvas not linking to the academic calendar. One anonymous complaint was in reference to an online post of another student which was reviewed and kept on file for possible conduct considerations. Five complaints referenced the behavior of a staff or faculty member in which one was referred to Human Resources. Two complaints were in reference to seeking assistance with their denied tuition appeal. One complaint was resolved by the academic dean allowing the student to re-enroll. Another was in reference to a request for reverted tuition which was denied and explained out-of-district ICCB definitions. Two complaints dealt with students requesting specific sections be opened to fit their summer schedule. And, one additional complaint was the student's concern of the Todd Library cleanliness. The Assistant Provost of Academic and Student Success worked with appropriate administrators over these areas to address and with the students to identify possible resolutions.

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 2024-2025 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.
- Jami Hinshaw, Dean for Student Engagement presented a Faculty Development Days with information about the Student Conduct Process, the Campus Assessment Team (CAT) and also shared information about the Student Complaint process.
- Dr. Peska, Assistant Provost of Academic and Student Success attended a Student Senate meeting to talk about the complaint process.
- Dr. Peska met with faculty and academic administrators in fall 2024 who wanted to learn more about the student complaint process.

➤ **Assessment**

- Each student complainant is asked to provide feedback regarding the process, which is used for process improvement.
- Dr. Peska solicits 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, Senior Administrative Coordinator and Dr. Peska review and compare annual complaint reports to look at trends for possible process improvement.

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: Katie Kripp, ADA/Section 504 Coordinator, or Jami Hinshaw, Title IX Coordinator, Route 47 at Waubonsee Drive, Sugar Grove, IL 60554, compliance@waubonsee.edu.