



**Student Complaints
Annual Report
2018-2019**



WAUBONSEE
COMMUNITY COLLEGE

Purpose

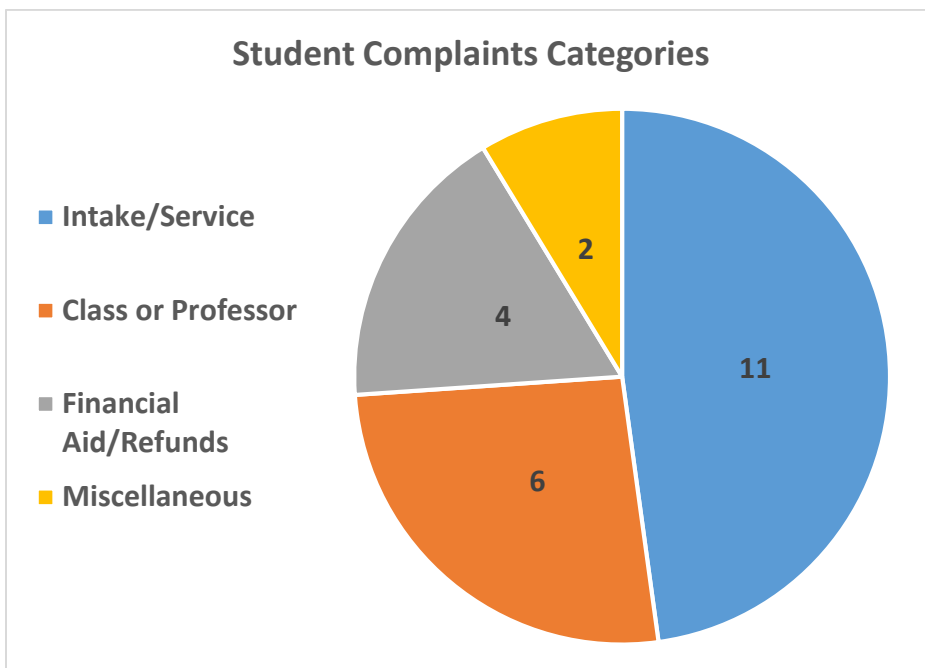
At Waubensee Community College, our goal is to ensure our students and district residents have a positive experience while at the college. One way to ensure satisfaction is to collect information regarding student dissatisfaction in both aggregate or disaggregate data and to address the concerns raised 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).

All formal complaints must be put in writing and submitted via the online Student Complaint Form which feeds into the Waubensee Intervention Form (WIF). Once received the Vice President of Student Development works with the appropriate administrator in how best to address the concern. This process allows us to collect, analyze and respond to complaints.

Executive Summary of Findings

Below you will find information on the Student Complaint Categories from July 1, 2018 through June 30, 2019.

- A total of 157 WIFs were submitted.
- Of the 157 WIFs submitted, 23 were student complaints.
- The remaining 133 WIFs are addressed in the Student Conduct Report.



Student Complaint Categories and Themes

For July 1, 2018 through June 30, 2019 fiscal year, the data was reviewed in order to see what themes could be extracted. In all, four areas of concern were identified as being significant enough to warrant an independent category.

➤ 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 11 intake/service issues that were reported during the fiscal year. In more than one case concerns were around class cancellations and holds. Those complaints were addressed by the appropriate department.

➤ 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 of these complaints were forwarded to the appropriate academic dean who took action 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 four complaints that fell into this category. The Financial Aid Department addressed these student concerns.

➤ Miscellaneous

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

There were two complaints that fell into this category. They showed no particular theme.

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, or Emily Hinton, Section 504 Coordinator, Route 47 at Waubonsee Drive, Sugar Grove, IL 60554, compliance@waubonsee.edu.