



University Policy

Title: Student Concerns Policy and Process

Final Approval By: Executive Council

Approval Date: August, 2024

Applies to: Students, Faculty, Staff

Location: Volume VI

Gwynedd Mercy University is dedicated to helping students make the most of their academic and co-curricular experiences; therefore, we seek to maintain a positive environment for students to achieve their personal and professional goals. As members of a learning community, we are all encouraged to resolve differences through dialogue as a first recourse. Students have access to an array of departments and administrators if they need to represent a concern or feel their needs have not been met. This is a process that allows you to take responsibility for your own needs, and to take action to resolve issues.

If you have concerns about an experience you have encountered, the **Vice President for Student Services and Dean of Students** is located on the first floor of The Griffin Complex in the Student Services Suite, and is responsible for responding to general concerns and assisting you with finding solutions to specific problems. The Vice President has an open-door policy and is open to meeting with students to address concerns that may include:

- Issues that may be interfering with or impeding your collegiate experience and/or your academic success
- You or someone needs assistance and are unsure where to go
- Suggestions for services not offered;
- Information about where departments are located
- Maintaining and implementing the Student Code of Conduct
- Complaints regarding Code of Conduct violations

The Office of Academic Affairs (also the location of the office for the Provost and Vice President for Academic Affairs) is located on the second floor of University Hall. This office addresses academic concerns such as:

- Academic Appeals
- Academic Integrity
- Curricula Standards
- Faculty/academic department concerns

The Campbell Solution Center is located in Campbell Hall and is where you will also find the offices for Student Billing, Financial Aid and the Registrar. Services obtained through this department include:

- Parking passes
- ID cards

- Meal plan changes
- Registration concerns (including dropping, adding or withdrawing from classes)
- Billing concerns
- General financial aid questions

Student Athletes

Student athletes may direct their concerns about any aspect of the intercollegiate experience or a member of their coaching staff to the **Director of Athletics**. If your complaint regards the Athletic Director, you may direct your complaint to the Vice President for Student Services and Dean of Students. This procedure is initiated if the student athlete is unable to discuss the concern with the coach or if upon discussion, there was not a satisfactory outcome.

To activate the grievance procedure, the student athlete should do the following:

1. Contact the Director of Athletics office and request an appointment.
2. Contact the Vice President for Student Services and Dean of Students to request an appointment if the complaint is regarding the Director of Athletics.
3. Submit a brief written statement concerning the issue. The Director of Athletics or the Vice President for Student Services and Dean of Students will meet with the student athlete to resolve the grievance.

Faculty and Staff

The Vice President for Student Services and Dean of Students is a resource for addressing student conduct issues. Faculty and Staff may report student conduct or other issues via the Griffin Connect system on the University portal.

Department	Extension
Academic Affairs	21791
Athletics	21574
Campbell Solution Center	21595
VP for Student Services and Dean of Students	21566