



## Academic Affairs / Student Concern Form

### Procedures to Follow:

1. Please read the TCC Student Policies and Resources Handbook for information regarding procedures related to Student Complaints.
2. Schedule a meeting with your instructor. Before any action can be taken concerning a grade-related issue, the student should attempt to resolve the issue with the instructor, since faculty members are responsible for establishing the standards by which students will be evaluated in each course. The meeting may be during the instructor’s office hours or at another time such as before or after class. This meeting will give you the opportunity to discuss your concerns directly with the instructor – the person who can assist you in improving your performance, modify a grade in a grade dispute, or directly impact classroom instructional challenges. Keep a record of the dates and times of the meeting, or meetings, for documentation of steps taken toward a resolution. For non-grade-related issues or grade-related issues with additional factors, it is strongly recommended that the student attempt to resolve the issue with the instructor; however, depending on the nature of the concern, the student may begin this procedure with the academic school office listed on your course syllabus.
3. If grade disputes or classroom instructional challenges are not resolved during a meeting with your instructor, complete this Student Concern Form and return it to the appropriate academic school office per your course syllabus or to the office from which you obtained the form (it will promptly be forwarded to the appropriate school office). All concerns must be submitted in writing.
4. Within ten working days of the submission of the Student Concern Form, the school office will contact and inform the student of actions taken. Because the instructor is an essential part of the instructional team, the instructor may be included to help resolve your concerns if the Dean or Department Chair deems it necessary. Every attempt will be made to ensure a fair resolution for all parties involved.

Date: \_\_\_\_\_

Student’s Name: \_\_\_\_\_

Instructor’s Name: \_\_\_\_\_

Address: \_\_\_\_\_

Course Name/Number/Section: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone #: \_\_\_\_\_

Class Meeting Day(s): \_\_\_\_\_

CWID: \_\_\_\_\_

Class Meeting Times: \_\_\_\_\_





*Return this completed form to the appropriate academic school office per your courses syllabus or to the office from which you obtained the form. Alternatively, you may call the academic school office for instructions to email the form.*

**Space Below for School/Division Office Use Only**

Name of Person Reviewing Concern Form: \_\_\_\_\_ Date of Review: \_\_\_\_\_

**Action Taken and Determination / Resolution:**

- Matter did not require action (Ex: Complainant wished to report or bring issue to our attention).

**Date:** \_\_\_\_\_

- Matter referred to \_\_\_\_\_ for further action or resolution.

**Date:** \_\_\_\_\_

- Matter dismissed by complainant.

**Date:** \_\_\_\_\_

- Matter handled in the manner described below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date:** \_\_\_\_\_

**Manner of Follow-Up with Student:**

- Student notified by telephone on: \_\_\_\_\_ by \_\_\_\_\_.

- Student notified in writing on: \_\_\_\_\_ by \_\_\_\_\_.

- Student notified in meeting on: \_\_\_\_\_ by \_\_\_\_\_.