STUDENT CONFLICT RESOLUTION FORM

1. Student picks up form from the Department Chair’s office.
2. Student must complete and submit form to the department office.
3. Department Chair will contact the student within two (2) working days (M-F).
4. If necessary, a meeting with the department chair, instructor, and the student will be scheduled to discuss the issue. The department chair will schedule and convene the meeting. If issue is resolved, no further action is taken.
5. If issue remains unresolved, the matter is then forwarded to the Ombudsman. Within seven (7) business days, the student will be contacted by the Ombudsman toward setting up a meeting with the student, the department chair and the instructor to resolve the issue.

Student Name: ______________________________________ Student ID Number ______________________

Student Contact Number: ___________________________ Semester: _______ Year: _______________________

Section #: __________ Class Title: __________________

Email address (if available): ___________________________________________________________________

Instructor Name: ___________________________________________________________________________

State your concern (If additional pages are required, please attach):

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Student signature __________________________________________ Date ______________________

Please note: Signature does not mean that you agree with the decision.
(over)
# Student Conflict Resolution

## Student/Instructor Conflict Resolution Quick Reference Flow Chart

<table>
<thead>
<tr>
<th>Incident</th>
<th>Referred to</th>
<th>Appropriate Documents for Action</th>
</tr>
</thead>
</table>
| **Student Complaint: Issue regarding student-to-instructor conflict within the classroom; for example:**  
a) Disagreement with current grades received within course.  
b) Student has not received a syllabus for the course. |  
• Department Chair of the area for resolution.  
• If issue is not resolved, process moves to area Dean of Academic Affairs and Workforce Development – (AAWD).  
• If student issue is still not resolved, copies of the written complaint are given to the student and the original copies with appropriate signatures are forwarded to the Campus Ombudsman. |  
Student Conflict Resolution (green) form should be completed and the appropriate signatures must be present prior to the meeting with the Ombudsman. |
| Student complaints regarding final grade received in course. |  
• You confer with instructor. There is no need to complete a Conflict Resolution form.  
• If an agreement cannot be reached, student must go to Admission & Records to complete a “Petition for Grade Change” form. |  
Admissions & Records staff forwards completed form to instructor of record for required action and processing.  
If petition is denied by instructor, you may submit a Request for Assistance E-55 Form 1. This form can be picked up at the (AAWD) Office in Juniper Hall, 5th floor; room ST-519. The Campus Ombudsman will provide additional assistance once the E-55 form is completed. |
| Discrimination or Harassment issues |  
• Campus Ombudsman – Juniper Hall; ST-517; (AAWD) department. |  
You go to Juniper Hall; ST-517 (5th floor) to briefly meet with the Ombudsman. Then student is then referred to the District Director, Diversity & Compliance Office to file the complaint. |

*(This section to be completed by Department Chair)*

- After the meeting, the issue was resolved. How was the issue resolved? *(Documentation stays within the Department).*

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- After the meeting, the issue was not resolved. **Department Chair** explains why issue remains unresolved and forwards form to the Ombudsman.

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Instructor signature (not required)_________________________Date____________________

Department Chair signature_______________________________Date____________________

☐ Received by Ombudsman Date ________________________