

# Student Complaint Data Summary and Findings

## Academic year 2018 - 2019

### Overview

Student feedback about their campus experience with academics, athletics, and residential life provides valuable data about the respective departments. Across the institution, faculty and staff work daily to maintain a high standard of education, athletics, and campus life for all students, although we realize there are sometimes opportunities for refinement.

Student complaints are made either directly to the respective department where they are considered on an individual basis or via the online anonymous (with option to include name and contact information) student complaint form. Depending on the nature of the complaint, departments work to help the student resolve the situation whether by referring them to policies/procedures, or by making any appropriate corrections on the student's behalf.

At the end of each academic year, the Student Complaint Committee collects, analyzes, and synthesizes all data to determine efficiency of department response as well as any trends that may need additional attention.

### Data Summary

The following chart summarizes student complaint data for the previous three years.

<b>Overall Statistics</b>	<b>18/19</b>	<b>17/18</b>	<b>16/17</b>
Average Student Enrollment	436	443	467
Total Complaints Received	35	24	29
# Informal Complaints		24	17
# Formal Complaints		0	12
# Complaints Resolved	30	24	29
# Complaints Unresolved at End of Year	5	0	0
Average # of Days to Resolution	13	14	11
Median # Days to Resolution	4	4	8

*Statistics updated 8/2019*

## Findings

The 2018 -2019 academic year appeared to yield more student complaints than in previous years, despite a slight decline in average student enrollment. Four departments reported “no complaints”, four departments reported collectively, 34 reports, and one report was received via the online student complaint form. While no specific trends of concern were identified, of the 34 reports, 27 were Facilities and/or IT issues which were generally rectified in a timely manner. The remaining complaints were made to Admissions, the Registrar’s Office, and Student Life (currently processes online complaints) which brought to light larger issues for Institutional consideration including, lack of gender inclusive housing and lack of understanding of female needs in public spaces on campus.

While all complaints were addressed according to institutional policy, not all were fully resolvable. This highlights the importance of reviewing process and protocol with incoming departmental administrators to ensure a seamless transition in addressing student concerns. Additionally, it is important to note that while these issues were not immediately remedied they are being addressed, and we are aware that a gender inclusive housing committee conducted a study and prepared a report for the consideration of the Dean of Students.

The committee is concerned that despite reaching out to all departments many did not report any student complaints, and we question if this report is truly representative of all student concerns on campus. We recognize the need to be more proactive to collect accurate data. In addition, it would be helpful to foster a broader awareness of student complaint procedures for reporting including helping students know where to access the online complaint form, perhaps through watercooler postings.

Lastly, the committee recommends that the committee make-up be reassessed and include the following: Chief Operating Officer, Dean of Academics (or designee – currently Registrar, who is willing to continue serving), and Dean of Students (or designee).