

OHLONE COLLEGE

STUDENT COMPLAINTS AND APPEALS

The following chart summarizes the appropriate channels to be used by a student wishing to request a review of an action or decision. The chart indicates the type of concern as well as the point of initial action or decision. For further information concerning any aspect of students' complaints or rights of appeal, students should contact the Office of the Vice President, Student Development located in Building One, Room 1102A, Fremont campus, (510) 659-6262; or the Office of the Associate Vice President, Newark Center for Health Sciences and Technology, Room 1217, Newark Center for Health Sciences and Technology, (510) 742-6300.

TYPE OF CONCERN

CONTACT

Academic Matters

Progress Dismissal

- 1) College Policy – Catalog
- 2) Counselor

Grades

- 1) Instructor
- 2) Dean

Admissions

- 1) Admissions & Records Staff
- 2) Director, Admissions & Records

Complaints

Academic

- 1) Instructor
- 2) Dean

General

- 1) Director/Coordinator of Area

Disability Complaints

(including 504)

- 1) Vice President, Administrative Services

Student Discipline

- 1) Vice President, Student Development

Discrimination

Race, Sex, Age

- 1) Instructor/Counselor/Dean
- 2) Vice President, Academic Affairs

Financial Aid

- 1) Financial Aid Staff
- 2) Director, Financial Aid

Matriculation

- 1) Dean of Counseling

**Payment or Refund of Fees
& Non-Resident Tuition**

- 1) District Cashier

Residence Determination

- 1) Admissions & Records Staff
- 2) Director, Admissions & Records

Sexual Harassment

Student-to-Student

- 1) Vice President, Student Development

Faculty-to-Student

- 1) Dean
- 2) Vice President, Academic Affairs AND
Dean, Human Resources

(see reverse)

TYPE OF CONCERN

CONTACT

Student Records

(Family Educational Rights
and Privacy Act – FERPA)

- 1) Admissions & Records Staff
- 2) Director, Admissions & Records

Matters Not Listed

College Policy or Staff

**Appeals After Utilize
Administrative Procedures**

College President

Students are urged to carefully read information provided in the College Catalog, Schedule of Classes, and other college publications. A copy of the College Policy Manual may be consulted in the Office of the Vice President, Student Development or on the Ohlone College website (www.ohlone.edu).
