

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 Services located in building 7, room 7358, Fremont campus, (510) 659-6262.

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) Dean, Enrollment Services

Residence Determination

- 1) Admissions & Records Staff
- 2) Dean, Enrollment Services

Student Records

(Family Educational Rights and Privacy Act – FERPA)

- 1) Admissions & Records Staff
- 2) Dean, Enrollment Services

Payment or Refund of Fees & Non-Resident Tuition

- 1) District Cashier

Financial Aid

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

Student Success & Support Program
(formerly Matriculation)

- 1) Dean of Counseling

Student Discipline

- 1) Vice President, Student Services

Complaints

Academic

- 1) Instructor
- 2) Dean

General

- 1) Director/Coordinator of Area

Community Member

- 1) Vice President, Administrative Services

(see reverse)

TYPE OF CONCERN

CONTACT

Disability / Discrimination
(including 504)

1) Associate Vice President, Human Resources & Training

Sexual Harassment
Student-to-Student

1) Vice President, Student Services
2) Associate Vice President, Human Resources and Training

Sexual Harassment
Employee-to-Student

1) Dean/Supervisor of Area
2) Vice President, Student Services
3) Associate Vice President, Human Resources & Training

Matters Not Listed

College Policy or Staff

**Appeals After Utilizing
Administrative Procedures**

College President

Students are urged to carefully read information provided in the College Catalog, Schedule of Classes, and other college publications. The College Policies and Administrative Procedures may be consulted on the Ohlone College website (www.ohlone.edu/org/board/policy).
