



Title: #VI-3. Student Concerns

Date: June 4, 2025 (Replaces version dated August 17, 2017)

I. Policy

WVU Parkersburg encourages student communication with the administration, faculty and staff regarding college operations and procedures and encourages students to use existing policies, personnel, and departmental offices to express specific concerns. Should a student deem that the existing policies, personnel and departmental offices cannot address their specific concern or complaint about the institution's accredited programs or about the institution in general, WVU Parkersburg, in accordance with [34 CFR § 602.16\(a\)\(1\)\(ix\)](#), accepts and maintains records of formal written concerns filed with the Office of the Executive Vice President for Academic Affairs. These records include information about the disposition of the concerns and information regarding the referral and/or final resolution of the concern. As part of continuing improvement efforts at WVU Parkersburg, all formal student concerns filed with the college will be examined and reviewed annually.

II. Process

WVU Parkersburg encourages students to resolve conflict informally through direct communication with the person perceived to be the source of the problem. If the concern cannot be successfully addressed informally, students may choose to follow the formal steps outlined below.

- A. Students must first inform the Division Dean or Department Supervisor of the concern and attempt a resolution. If an agreement cannot be reached, the student must schedule an appointment with the Executive Vice President for Academic Affairs.
- B. If the student feels the concern was not successfully addressed after meeting with the Executive Vice President for Academic Affairs, the student may then file a formal concern.
- C. If a student wishes to file a formal concern, they must submit this concern in writing to the Office of the Executive Vice President for Academic Affairs. All concerns must include the student's name and contact information so the college may respond and/or notify the student as to the status of the concern. Students may fill out a form to assist the college in understanding the concern and any expectations the student has in seeking a resolution. Forms are available in the Office of the Executive Vice President for Academic Affairs.
- D. Upon receiving a formal student concern, the Office of the Executive Vice President for Academic Affairs will keep a log of each concern noting the nature of the concern and the expectation, if any, the student has in resolving the concern.
- E. Once a student concern is initiated, the Executive Vice President for Academic Affairs will forward it to the Title IX Representative for response or resolution.

- F. Students filing a formal concern will be notified with the resolution or with actions taken to address their specific concern. Actions taken on student concerns and/or attempts to resolve them will be logged in the Office of the Executive Vice President for Academic Affairs.

Responsible Administrator: Executive Vice President for Academic Affairs, 304-424-8242

WVU Parkersburg
Student Concern Form

Name _____ Date _____

Address _____ Student ID # _____

E-mail _____ Phone _____

What is the nature of your concern? (Use the back of this form if necessary.)

Would you like to meet with the Title IX Representative to discuss this matter? Yes___ No___

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For office use:

I have reviewed this form/met with the student concerning this matter. I recommend the following:

Title IX Representative

Date