

What to do when you have concerns about classes or clinic

This memo specifies a process that is appropriate in helping you resolve concerns that may arise. The underlying principle of this process is that you need to communicate your concerns directly to those who can assist you. It requires you to take responsibility for resolving issues and concerns with appropriate assistance. The process spares uninvolved faculty, staff, and students becoming involved in issues not of their concern and provides you with a set system to follow for resolution.

If you have any questions or concerns about the process outlined below, please don't hesitate to discuss them with any of us. In addition, we can arrange some time, either during a regularly scheduled meeting with groups of students if you prefer, or a special meeting if necessary.

- **Concerns specific to a particular class/ professor:**
 1. Contact the professor and try to resolve your issue (s).
 2. If you still do not feel that your concerns have been addressed, seek advice from the Coordinator of your program. (For CDP the Coordinator is Donna Brown.)
 3. As a last avenue, within the Department of LRE, you may address your concerns with the Chairperson, Dr. Monica Lambert. Her appointment schedule is kept by her Administrative Assistant.

- **Concerns specific to your individual course study:**

Contact your advisor, first then proceed as indicated above.

- **Concerns of more general academic nature:**

Contact your program Coordinator, first, followed by the LRE Chairperson, if needed.

- **Clinical concerns specific to a particular client/ supervisor:**
 1. Contact the supervisor and try to resolve your issue(s).
 2. If you still do not feel that your issues have been addressed, you may talk to the Coordinator of the Clinic. (The Coordinator of the Communication Disorders Clinic is Mary Ruth Sizer.)
 3. Then, as a last avenue, within the department, you may address your concerns with the Chairperson (Dr. Monica Lambert)

- **Concerns specific to your present clinical assignment(s) or requirements on campus or off:**
 1. Contact the Coordinator of the Communication Disorders Clinic.
 2. Then, if no resolve, contact the Chair of LRE.

When departmental resources have been appropriately used without resolution of your concerns, you may address your concerns with the Dean, Reich College of Education, then follow the grievance procedure outlined in the Student Handbook.