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2021-2022 Annual Report on Student Complaints

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Q

The Annual Report on Student Complaints Tracking addresses the following items:

1. History of complaints received and processed
2. An average timeline for review and resolution of complaints as well as types of resolution
3. Reference documentation of how units review complaint information and utilize in planning for quality improvement.

Official Complaint: Any documented concern WMU has violated a law, policy or incorrectly applied an established practice. Complaints may be academic or non-academic in nature. Complaints do not supersede or replace misconduct or grievance procedures already in place.

Complaint Category: Complaint categories have been provided based on the Formal Student Complaint Form in order to streamline categories across all units.

Q1

Which department/unit is this form being completed for?

Q2



For each category (left), please report the appropriate data under each column for the period of **July 1, 2021- June 30, 2022.**

NOTE: For a complaint with multiple categories, report it for only one category, the one that best fits the complaint.



	Number of Complaints Received	Average number of days to a closure or referral (leave blank if N/A)
	Answer 1	Answer 2
Academics/Graduation/Audit/Commencement	<input type="text"/>	<input type="text"/>
Academics- Instruction/Classroom/Grading	<input type="text"/>	<input type="text"/>
Academics-other	<input type="text"/>	<input type="text"/>
Advising	<input type="text"/>	<input type="text"/>
Communication	<input type="text"/>	<input type="text"/>
Discrimination	<input type="text"/>	<input type="text"/>
Facilities/Housing/Parking	<input type="text"/>	<input type="text"/>
Financial	<input type="text"/>	<input type="text"/>
Health/Wellness	<input type="text"/>	<input type="text"/>
Interpersonal Conflict	<input type="text"/>	<input type="text"/>
Legal	<input type="text"/>	<input type="text"/>
Policy	<input type="text"/>	<input type="text"/>
Workplace/Employment	<input type="text"/>	<input type="text"/>
Other	<input type="text"/>	<input type="text"/>

Q3



Of these complaints listed above, how many were referred by the Office of the Ombuds?

Q4



For each category (left), please report the appropriate data under each column for the period of **July 1, 2021 - June 30, 2022**:

NOTE: For a complaint with multiple categories, report it for only one category, the one that best fits the complaint.

	Number of times clarification was provided to the complainant	Number of times a resolution was provided to the complainant	Number of times a procedural change was recommended	Number of times a policy change was recommended
	Answer 1	Answer 2	Answer 3	Answer 4
Academics/Graduation/Audit/Commencement	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Academics/Instruction/Classroom/Grading	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Academics-Other	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Advising	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Communication	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Discrimination	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Facilities/Housing/Parking	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Financial	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Health/Cleanliness	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Interpersonal Conflict	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Legal	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Policy	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q5



For complaints that led to procedural or policy changes, please briefly describe some of the changes made and why. If no complaints led to procedural or policy changes, please explain why.

Q6



Please explain how your department/unit uses the information from student complaints to inform your area's quality improvement processes.

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End of Survey

We thank you for your time spent taking this survey.

Your response has been recorded.