

**Student Complaint Policy
Annual Review of Repository and Analysis**

MSU Denver is committed to ensuring that students with legitimate complaints about their experience within the University have an appropriate mechanism to share their concerns and request recourse. The University's Student Complaint Policy offers students a structure through which to share their complaints. Note: The Student Complaint Policy is only appropriate for matters that are not covered by another policy (for example, matters alleging discrimination or grade complaints are to be addressed through alternate policies and corresponding practices). As stated in the policy, the University maintains a central repository where complaints that are heard at the final level (as detailed in the policy) are recorded. The University must summarize the number and type of complaints received by students and track their resolution, explaining how the institution integrates what it has learned from the complaint process into improvements in services or in teaching and learning.

Complaints that are resolved at the Dean or AVP level are entered into the University's central complaint repository. Complaints resolved at a lower level are not entered into the repository. Annually, the Provost and VP for Academic and Student Affairs will designate an internal review group to analyze the repository and ensure that the institution is appropriately integrating what it learns from student complaints into applicable practice and/or policy change.

Review of complaints received May, 2016 through December 31, 2016

Review group members:

Bernice Harris, Special Assistant to the Provost
Sandra Haynes, Deputy Provost
Kathy Heyl, Interim Dean for the College of Professional Studies
George Middlemist, Associate Vice President of Administration
Lisa Nelson, Coordinator for Student Conflict Resolution Services
Braelin Pantel, AVP for Student Engagement & Wellness/Dean of Students
Kimberly Spiering, Associate General Counsel

Total # of complaints in the repository during review timeframe: 8

Note: An individual student's complaint may include complaints regarding several topics/individuals

- Complaints regarding University facilities: 0
- Complaints regarding faculty (all categories): 5
- Complaints regarding administrators or classified staff: 2
- Complaints about programs, services, or departments: 0
- Complaints about policies/procedures: 4
- Other: n/a

Narrative summary explanation of how the institution has integrated what it has learned into improvements in teaching, learning, and/or services:

The review group discussed each of the eight complaints that had been entered into the repository. The committee was in agreement that each of the individual complaints had been appropriately considered in a timely manner by the faculty/staff members with oversight for each area. There were no unresolved

complaints in the repository. The review group was pleased with the communication to the students regarding their complaints, noting that an appropriate level of care and concern was expressed to the student about the complaint and the impact of the concern on them. The format used in responding to students varied by college/school/department and it was suggested that we might offer a sample template to use at the Dean/AVP level in the future.

Although the eight complaints varied greatly in the scope and nature of the concern, there was a theme identified in that several of the complaints were from students who felt as though they had been disrespected or treated in an unprofessional manner by members of the faculty or staff. Accordingly, the group recommends that the University consider additional professional development to help employees further develop their student service/communication skills. This might include workshops offered through the Center for Faculty Excellence, training through Human Resources, or increased funding for professional development in this area at the departmental level.

Furthermore, the group discussed the need to ensure that students, faculty, and staff are reminded of the complaint policy, and are informed that the complaints are heard, acted upon, and considered as a collective through this review process. As such, this report will be publically posted on the University website and an effort will be made to share this report and the University's complaint process through standard communication channels (i.e. inclusion in a student weekly electronic newsletter, the daily faculty/staff news publication, and in the student newspaper).

Lastly, the group noted the absence of complaints in the repository from several large branches at the University. Given that the student complaint policy is to be used when a more specific grievance or complaint policy is not available, it is possible that student complaints in other areas are being resolved through alternative channels. Or, it is possible that students are unaware of the complaint process and/or faculty and staff are less aware and not referring students to this process in the same manner as faculty and staff in other areas of the University. Regardless, ongoing communication to all of the Deans Offices and administrative leadership is important. Staff in the Dean of Students Office will continue to outreach to key leaders across the institution to educate them about the student complaint policy.