

Murray State College
Tishomingo/Ardmore

STUDENT ISSUE/CONCERN FORM

An "issue/concern" is a student's timely (normally within 10 working days) written expression of dissatisfaction with a specific area within the institution's control, but is outside the student's control. When an issue or concern occurs the first course of action is to attempt to resolve the matter with the offending party through informal discussion. If an attempt to resolve the issue or concern is unsuccessful the next course of action is to submit a STUDENT ISSUE/CONCERN FORM as instructed below.

Informal Process for Issue/Concern Resolution

A student issue or concern must be submitted to the Office of Student Affairs, who will acknowledge receipt of the form and seek resolution. A response should be received within 10 working days.

Please provide information regarding the issue/concern on this form and attach additional pages if necessary.

Date submitted: _____ **Date incident occurred:** _____ **Student ID Number:** _____

Contact Information:

Name: _____ **Telephone Number** _____

Email: _____ **Campus:** _____

Nature of complaint (please select):

Academic (program, course content, delivery method, instructor, learning environment, faculty proficiency in written/spoken English, access to resources, etc.) Please note that this is NOT a grade appeal (see the student handbook).

Non-Academic (student services, safety concern, administrative action, housing, dining, facilities, procedure, decision, etc)

Please give a brief description of the issue/concern including the names of offending party (use additional pages if necessary):

Have you discussed the issue/concern with the offending party? Yes _____ No _____
If yes, what was the response?

You may email this form directly to: studentaffairs@mscok.edu

For Administrative Purposes Only: Date Received: ____ Forwarded to: _____ Student contact: _email _call

Outcome: _____
