PAS Meeting Notes 4.17.26

Present : Dr. Malkiel Choseed , Jessica Mitchell, Douglas Dinero, Danielle Tinker, Christian Heisler,

Special guest Harrison Russell

Jess reported out on FLCC complaint page , easily accessible, easy to follow , electronic form submission all one page

Also mentioned Queensborough had an easy to follow non academic complaint page with graphics.

Doug- Michigan State , had an easily accessible complaint page, had a flow chart to visualize the process

Guy – Suffolk CC , not easily accessible , Cayuga – wordy , have tabs for various categories, Quick links to the left could be useful (all types of complaints listed under the quick link)

Christian – LeMoyne – when you search complaint, not easily accessible , no centralized location Oswego – under consumer complaint , policy and procedures , grade appeal process , wordy

Gerardo – Wayne State decentralized and SU has a centralized location for complaints

Danielle – Herkimer – all complaints centrally located, also provided examples of the different types of complaints. Not a lot of legal jargon. Easy electronic complaint form for students to submit on the page. Expected outcome on form for students to state what the outcome they are looking for. Also gives non academic complaints as an option as well. Broome- categorizes complaints internal/external and has specific complaint forms for different types of complaints.

Summary – to have one complaint form that student can fill out and it is passed along to the correct dept based on type of complaint being submitted.

Malkiel – looking into various links on our website to see if there is any overlap for complaints/concern etc. Will send out update once complete.

Harrison -will draft up potential possibilities and solutions for our website and will present in future meeting. (Date not yet determined)