PAS meeting

10/2/26

Present:

Southern, B

Russel, H

Mitchel, J

O'Connor, M

Choseed, C

Vormwald, S

Agenda

- Ask Harrison to walk us through changes to complaint website access
- Start brainstorming projects for spreadsheet.
- Any other business?

Minutes for 10.2.26

Harrison talks us through the changes he made based on last year. See Appendix for details

Marketing dept has changed, Harrison is now under Marketing and can work directly with marketing team, has more support, bigger changes coming.

Short version – he inserted links to forms in the areas that students might look – more points of entry – i.e., student policy complaint is found under student policy page

There is now a link on Student Page highlighted in yellow.

Discussion:

How do we track the complaint process for assessment? It's a big mix, some do and some don't . Not sure to what extent, MSCHE review showed it was very inconsistent.

Is resolution tracked in platform? MO says in some cases it must be legally (title vi, ix) and is tracked as part of daily work.

Some forms are Maxient and some Dynamic, but none are Slate. In Harrison's role they are using Slate, Jo Lagudice, CRM manager – he is guy to talk about with this. Invite Jo to a meeting to talk about what we should recommend. IE, should we recommend moving all forms to Slate?

Do a quick inventory – what forms and what platforms are they in? Harrison will do this.

Add the complaint link to the footer on every page – Harrison will do this.

Joseph Logiudice, CRM Administrator

j.s.logiudice@sunyocc.edu

- Complaints, Appeals & Grievances | Onondaga Community College
- Student Support & Concern Reporting

On the 16th, SV will present on the qualitative data he has run through and analyzed, and we should also talk about the quantitative data

Dashboards are tools to help us ask questions, not provide solutions

Please refer to spreadsheet for details

Appendix

Harrison Russel's emails:

Hi Malkiel,

You are correct that there were no major changes made directly to the Complaints, Appeals & Grievances page. Most of the changes I made were elsewhere on our website, based on our discussion about *how students are likely to look for these forms*.

Rather than expecting students to know that what they need falls under a general "complaint," "appeal," or "grievance" category, I focused on making the individual forms and policies easier to find through the departments and sections of the website where a student would naturally expect to find them.

For example, I reached out to Dana Acee and was connected with some of the Deans regarding the **Academic Dishonesty Appeal**, **Final Grade Dispute**, and **General Academic Concern** forms. I also worked with Erin Woods regarding the **Tuition Appeal** form and Meghan Peryea regarding the **Report a Violation of School Policies** form.

I reviewed the relevant webpages with their feedback and made sure each form was accessible from the appropriate department or subject area if it was not already. In some cases, the forms were already in the right location, for example, **Academic Dishonesty** and **Final Grade Dispute** information was already available in the College Catalog under Academic Rules & Policies. I added the **Tuition Appeal Form** to the Refunds page and added the **Report a Violation of School Policies** form to the Student Rights & Responsibilities page.

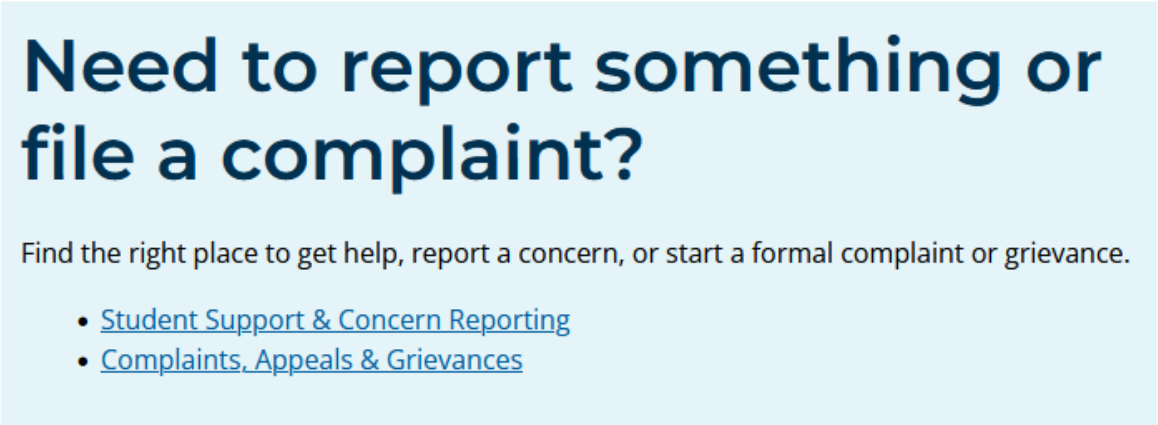
I also consolidated two nearly identical pages:

- Concerned About Your Success?
- Concerned About a Student?

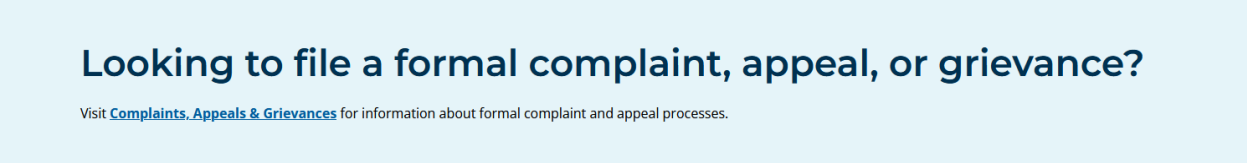
into the new Student Support & Concern Reporting page.

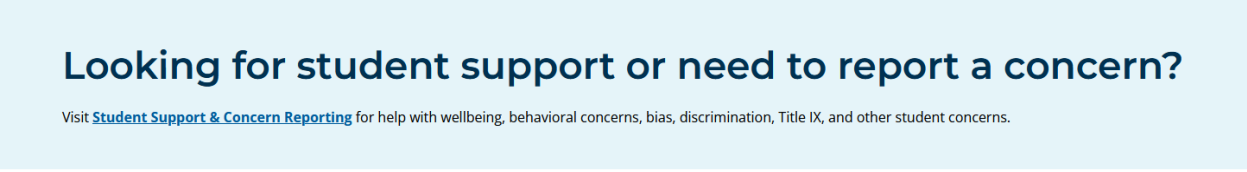
The old URLs now redirect there. Previously, one page was written for students and the other for employees and was behind the employee login, even though the content was essentially the same. The new page uses universal language and is public facing.

I also added a prominent section to the main Students page linking directly to both Student Support & Concern Reporting and Complaints, Appeals & Grievances so that neither is buried in the larger list of student links.



Finally, I added links between the Student Support & Concern Reporting and Complaints, Appeals & Grievances pages. Since the two areas are related and a student may not immediately know which one applies to their situation, this gives them an easy path to the other resource if they do not find what they need.





So, while the Complaints, Appeals & Grievances page itself looks largely the same, the broader changes were focused on improving how students actually reach the individual forms and policies throughout the website.

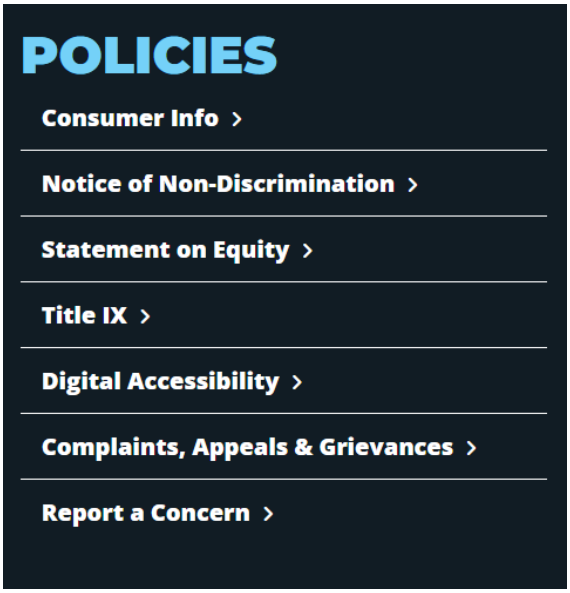
Thanks,

Harrison

Hi Malkiel,

Following our meeting today, here are my updates:

I added both links to the footer.



I also updated the /students page by replacing the background of that section with an amber-styled background so it feels more relevant to the topic.



Finally, I created a spreadsheet with each form and the platform it uses, and I've linked it here for easy reference.

- Programs & Academic Support Forms & Platforms

Let me know if you'd like any adjustments to the website, or if you have any issues accessing the spreadsheet.

Best,

Harrison