

*This chart is not all encompassing but serves as a roadmap on where to direct students regarding a concern.

Nature of Concern, Appeal or Complaint	Points of Contact	Policy or information
Course-related concern Grade appeal Faculty conflict, etc.	1. Faculty (HSB/CIS students see Advisor) 2. Chair 3. Dean	Academic Appeals Process for grades (catalog)
Advising concern	1. Faculty advisor, HSB advisor, or Center for Academic Enrichment advisor 2. Dept Chair 3. College/School Dean	https://www.csupueblo.edu/academic-advising/
Tutoring, studying, etc.	Tutoring center Supervisors (Gen Ed, HSB, STEM Learning Center, Engineering, MLC, CAMP, CO-AMP, TRIO)	https://www.csupueblo.edu/tutoring-services/ http://www.csupueblo.edu/CAE/ https://www.csupueblo.edu/tutoring-services/hsb-learning-center.html https://www.csupueblo.edu/communities-to-build-active-stem-engagement/stem-learning-center/
Academic Records, Transfer credit FERPA	Registrar's Office	https://www.csupueblo.edu/registrar/
Extended studies courses	Extended studies director	https://www.csupueblo.edu/extended-studies/independent-study/
Academic Suspension	Center for Academic Enrichment	https://www.csupueblo.edu/center-for-academic-enrichment/
Civil Rights, Sexual Harassment, Diversity Inclusion	Director of AA/EEO, Title IX, Title VI	Anti-Harassment & Anti-Discrimination Policies https://www.csupueblo.edu/counseling-center/sexual-assault.html https://www.csupueblo.edu/disability-resource-and-support-center/ https://www.csupueblo.edu/affirmative-action/complaint-intake.html https://www.csupueblo.edu/affirmative-action/definitions.html

		https://www.csupueblo.edu/affirmative-action/incident-report.html
Security and Parking	Sherriff's Office	https://www.csupueblo.edu/campus-safety/ https://www.csupueblo.edu/campus-safety/parking-rules.html AVP for Facilities
Grounds/Facilities	Physical Plant Office	https://www.csupueblo.edu/facilities-management/environmental-health-safety/hazardous-unsafe-report.html https://www.csupueblo.edu/campus-safety/ https://www.csupueblo.edu/facilities-management/ VPFA Office
Military student and Veteran's Issues	Veteran's Affairs Office	https://www.csupueblo.edu/veterans-education-benefits/ VP for Enrollment Management and Student Affairs
Tuition and fees COF, etc.	Student Billing	https://www.csupueblo.edu/business-financial-services/student-billing/ https://www.csupueblo.edu/business-financial-services/tuition-and-fees.html VPFA Office
Student Employment or Financial Aid	Financial Aid Office	https://www.csupueblo.edu/financial-aid/student-employment.html https://www.csupueblo.edu/financial-aid/index.html Director of Financial Aid
Admission appeals, Residency petition	1. Admissions Director 2. VP for EMSA	https://www.csupueblo.edu/admissions/
Graduate program Concerns	1. Graduate Program Director 2. Provost's office	https://www.csupueblo.edu/graduate-studies/ Provost's Office

Student conduct appeals Academic Dishonesty	Dean of Student Affairs	https://www.csupueblo.edu/student-affairs/student-conduct/ https://www.csupueblo.edu/student-affairs/student-conduct/incident-report.html
Athletics	1. Coach or Athletic Trainer 2. Compliance officer	http://www.gothunderwolves.com/athletics/athletes/philosophy http://gothunderwolves.com/athletics/athletes/S-A_Handbook.pdf http://www.gothunderwolves.com/sports/athletics/compliance/index Faculty Athletic Rep, Athletic Director
Career Center Disabilities Health and Counseling Intramural sports Rec Center Student Clubs & ASG	Area Director	https://www.csupueblo.edu/career-center/ https://www.csupueblo.edu/disability-resource-and-support-center/ https://www.csupueblo.edu/student-recreation/intramurals/ https://www.csupueblo.edu/counseling-center/ https://www.csupueblo.edu/student-recreation/ Dean of Student Affairs
Residence Life issues (Housing, Food, etc)	Office of Residence Life and Housing, Food Service	https://www.csupueblo.edu/residence-life-and-housing/index.html Dean of Student Affairs Auxiliary Services
Technology concerns	IT help desk	https://www.csupueblo.edu/information-technology/help-desk.html
Other concerns	Dean of Student Affairs	https://www.csupueblo.edu/student-affairs/student-conduct/
Complaints involving violation of law not resolved at the Institution may be referred to the Colorado Dept of Higher Education or the Colorado Commission on Higher Education		CSU System Compliance Reporting Hotline CDHE Student Complaint Policy CCHE, Policies & Procedures, Section I, Part T, Student Appeals Policy

Please be aware that each department has its own process for resolving student concerns and the department designee will discuss what that process will be for each student when the student meets with them.

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