



Experiencing a Problem?

1. Try to work out the problem by meeting with your instructor.
2. If the problem remains unsolved, meet with the CHAIR of the department offering the course to discuss the issue.
3. If the Department Chair cannot resolve the issue, write a brief email to the Deans Office with the following:
 - I. A detailed description of the situation
 - II. Those with whom you have met regarding the situation and what action (s) have been taken.
 - III. Please be sure to include your name and contact information, **anonymous complaints will be discarded, and no action will be taken.**
4. Send email to Mohammad Oskoorouchi: moskooro@csusm.edu
5. The Deans Office will contact you to seek further information and possibly schedule an appointment. The Associate Dean and his staff will identify options and potential resolutions to the situation, whenever possible.
6. Please be aware that if the problem cannot be resolved through the steps noted above, you have further recourse with the university's formal policies and procedures.
 - o Student Grievance: Grievances are filed via the Office of Dean of Students, located in USU 3500.
http://www.csusm.edu/policies/active/documents/student_grievance_policy.html
 - o Student Grade Appeal: Grade appeals are filed via the Academic Senate Office, located in University Hall 451.
http://www.csusm.edu/policies/active/documents/student_grade_appeals.html
 - o There is a filing deadline for both processes of no later than March 15 for the prior fall semester or October 15 for the prior spring semester.
 - o For more information and support in completing the formal processes, please visit the Dean of Students Office in USU 3500 or visit their policies and procedures website at : <http://www.csusm.edu/dos/about/polpro.html>

