Experiencing a problem with your instructor or course?

1. Try to work out the problem by meeting with your instructor.

2. If the problem remains unresolved, meet with the CHAIR of the department offering the

 course to discuss the issue (use this form – see below).

3. If the Department Chair cannot resolve the issue, write a brief letter to the Dean's Office with

the following:

a. The situation surrounding the complaint

b. With whom you have met with about the situation and what action(s) that have taken place.

\* Please be sure to include your name and contact information; anonymous complaints will be

discarded and no action will be taken.

4. Submit a letter to the Dean's Office located in Craven 6211

5. The Dean's Office will contact you to seek further information and possibly schedule an

appointment. The Dean and her staff will try to identify potential ways to resolve the problem,

whenever possible.

6. Please be aware that if the problem cannot be resolved through these steps, you may file a

formal grievance with the Student Grievance Committee. Grievances are filed via the Office of

the Dean of Students, located in Craven 5306. Please contact that office for assistance after that

point.

NOTE: There is a filing deadline of no later than 60 calendar days after the start of classes in

the term following that in which the dispute occurred.

For more information, please see the Student Grievance Policy at:

http://www .csusm.edu/student affairs/Policies/student grievance.htm

College of Arts and Sciences- Dean's Office

CSIS Problem Report Form - version Fall 2012

1. Today’s date:
2. Your name:
3. Can we use your name in discussing the problem with the faculty member? YES or NO
4. Your email address where I can contact you:
5. If the problem occurred in the context of a class, which class?
6. The name of that faculty member:
7. Date(s) of the incident:
8. Nature of the incident (mark all that apply):
* Teaching/grading style
* Unprofessional/Uncivil behavior
* Other
1. Have you spoken to the faculty member to try to resolve the problem?
* If so, when?
* If not, why?
1. Please describe the problem in detail (feel free to attach a separate sheet):
2. Please suggest an action you would like the Chair to take. Please note that the Chair can only try to resolve the problem through discussion with the faculty member. Any further action has to be taken by the Dean of CSM if you choose to report the problem to her (Craven 6th floor):

Thank you for reporting the problem. We take all reports very seriously. Please also be reassured that no form of retaliation is tolerated on this campus. CSIS Department Chair