Who’s Complaining?

How Centralizing Student Complaints can Lead to Institutional Improvements

SACSCOC Annual Meeting
December 2018

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Galen College of Nursing
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Session Overview

- Overview of SACSCOC Standard 12.4 and Challenges
- Benefits of Centralizing Student Complaints
- Process used by Galen College of Nursing
- Trending and Analyzing Data for Institutional Improvements
- Q&A
About Galen College of Nursing

- Single-purpose nursing college
- Established by Humana Health Institutes, Inc. in 1989, and became an independent organization in 1994 upon the dissolution of the Humana hospital system
- Level II institution; offering associate and baccalaureate degrees
- Main Campus in Louisville, Kentucky; branch campuses in Cincinnati, OH; San Antonio, TX; and Tampa Bay, FL
- Approximately 5,300 students
IF EVERYONE COULD STOP COMPLAINING

THAT WOULD BE GREAT
“The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC.”
“Institutional policies and procedures governing written student complaints need to be well publicized and provide clear and consistent guidelines for their resolution. Furthermore, the institution must abide by its own policies, ensuring that student complaints are addressed in a prompt, fair, and consistent manner.”

“Each institution is required to have in place student complaint policies and procedures that are reasonable, fairly administered, and well publicized. SACSCOC also requires, in accord with federal regulations, that each institution maintains a record of complaints received by the institution. This record is made available to SACSCOC upon request. This record will be reviewed and evaluated by SACSCOC as part of the institution’s decennial evaluation.”
“One of the main purposes for requiring a record of written student complaints is so that the institution and SACSCOC can review the record to see if there are patterns. If a pattern of student complaints is found when reviewing the record, and if those complaints are related to SACSCOC accreditation standards, then SACSCOC will expand its review to include those issues if the complaints point to an unresolved problem. Thus the record of student complaints should be maintained in a manner consistent with this intended purpose of the standard.”
Challenges in Addressing Standard 12.4

– Multiple locations or modes of delivery
– Multiple programs
– Turnover in your grievance committee chair/responsible party
– Complaints are accepted in multiple formats, making their existence, status, and evidence of resolution difficult to track
– Lack of documentation to support evidence of due process
– Inability to discern if there are patterns in complaints received
Benefits of Centralized Complaint Process

- Regardless of location, mode of delivery, or program, all complaints are sent to a single location
- Immediate notification when a complaint is received
- Documentation to support evidence of timely and due process is stored in one location and is maintained in spite of any turnover or change in faculty assignments
- Facilitates ability to track all complaints to ensure they are addressed in a prompt and consistent manner
- Facilitates ability to easily discern if there are patterns in complaints received, and to use the data collected as part of institutional improvement efforts
Process used at Galen College of Nursing

Student
- Files complaint

Compliance
- Receives and logs complaint
- Forwards complaint to appropriate campus/program leader

Campus/Program
- Addresses complaint and notifies student of outcome
- Sends documentation and evidence of resolution to compliance

Compliance
- Closes complaint and stores evidence of resolution
Process used at Galen College of Nursing

Student

Files complaint

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Sun 10/14/2018 10:45 PM

Galen Grievance <grievance@galencollege.edu>

[#170214] Complaint

Jennifer Green

Jennifer Green,

A customer support staff member has replied to your request for assistance, #170214 with the following response:

Dear, Test Student:

Please accept this email as confirmation that your grievance has been received. Someone will be in touch with you shortly regarding next steps.

For complete information regarding Galen’s grievance and complaint procedures, please see the Resolution of Grievances policy published in the Student Conduct section of the Student Catalog. The Student Catalog can be found on the Galen website at www.GalenCollege.edu. To access the Student Catalog, select your campus from the menu and navigate to the Resources and Booklists section.

Jennifer E. Green, MBA
Associate Director of Accreditation and Compliance
Process used at Galen College of Nursing

Compliance

Receives and logs complaint

Forwards complaint to appropriate campus/program leader

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Sun 10/14/2018 10:36 PM

Galen Grievance <grievance@galencollege.edu>

New Ticket Alert

To Jennifer Green

Jennifer Green,

New ticket #170214 has been created.

Name: Jennifer Green
Email: jgreen@galencollege.edu
Dept: Grievance Department

Please find attached my complaint.

Test Student
Evidence may include:

- Documentation used as part of the review process
- Meeting minutes
  *Tip: When using a committee, develop a committee description that includes membership and voting information. Be sure meeting minutes reflect that required members were in attendance.*
- Written notification sent to the student communicating outcome
  *Tip: Create standard letter templates for communicating outcome of the complaint to the student.*
Process used at Galen College of Nursing

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Program</th>
<th>Ticket #</th>
<th>Complaint Status</th>
<th>Ticket Status</th>
<th>Issue</th>
<th>Course</th>
<th>Faculty</th>
<th>Outcome</th>
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### 2018 Grievance Summary

<table>
<thead>
<tr>
<th>Summary</th>
<th>Louisville</th>
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<th>San Antonio</th>
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<tbody>
<tr>
<td>PN</td>
<td>ADR</td>
<td>ADN</td>
<td>RN to DNS</td>
<td>ADN</td>
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<tr>
<td>RN</td>
<td>N</td>
<td>R</td>
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<td>R</td>
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<tr>
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<td>ADN</td>
<td>(N/A)</td>
<td>ADN</td>
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</table>

#### Course Failure or Satisfaction
- Attendance Records
- Communication
- Education Received
- Personal
- Policy (Attendance)
- Testing Environment or Issue
- Textbooks or Resources

#### Financial Aid
- Billing
- Packaging or Payments
- Return Policy
- Services Received

#### Registration and Schedules
- Schedule changes during Term
- Customer Service
- Immunizations
- Registration Process
- Time, Length, or Format of Classes
- Transfer Credit

#### Other

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<tr>
<th>Percentage Resolved/NR Resolved</th>
<th>PN/RN</th>
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#### Summary by Grievance Form

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#### Summary by Program

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#### Summary by Campus

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#### Summary by College

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Questions?