

## STUDENT RESOLUTION PROCESS

### **I. Purpose**

This policy and its associated procedures establish fair resolution processes for concerns involving students.

### **II. General Statement of Policy**

Western Dakota Technical College (WDTC) is committed to excellence and recognizes that concerns may arise that require fair processes for student resolution. Students deserve the opportunity to have their concerns and concerns made about them addressed in a fair manner.

For all concerns, the first course of action must be to try to resolve the concern directly with WDTC through the established processes as outlined in this policy and associated procedures or as outlined on the WDTC website <https://www.wdt.edu/about/concerns-and-complaints/> which includes additional information pertaining to sexual harassment under Title IX, to out-of-state distance education students, to the accreditor complaint procedure, to the state board complaint procedure, and to consumer protection.

Resolution processes vary depending on the nature of the concern. Students may contact a Student Success Coach for assistance with the resolution process.

### **III. Definitions**

A. "Concern" means complaints, code of conduct violations, grievances, and like issues.

### **IV. Reporting Procedures – None**

### **V. Dissemination of Policy and Training**

- A. This policy shall appear on the WDTC website on the policy page.
- B. The Student Success Center supervisor or VP for Institutional Effectiveness and Student Success shall train employees involved with student resolutions as needed.

Legal References: None