

**Table C  
HCC Complaint Summary Report  
2005- 2006**

Dean		Complaint Date	Response Date	Subject of Complaint	Resolution
Dean/Math & Sciences		12/5/05	N/A	Grade	Dean met w/student
		12/5/05	N/A	Grade	Dean met with faculty member
		10/31/05	N/A	Class (pace)	Dean met with instructor
		10/14/05	N/A	Faculty member	Faculty member had family death
		10/26/05	N/A	Faculty member	Dean met with faculty member
		10/15/05	N/A	Faculty member	Dean met with faculty member
		9/27/05	N/A	Faculty member	Dean met with faculty member
		9/22/05	N/A	Class	Dean met with faculty member
		9/20/05	N/A	Faculty member	Dean met with faculty member
		9/15/05	N/A	Class (pace too fast)	Dean met with faculty member
Dean/Health & Wellness		10/5/05	10/11/05	Respiratory Program	Dean met with faculty member; letter to student
		10/13/05	10/13/05	Faculty Member	Letter to student explaining policy
		10/20/05	10/25/05	Class	Met with faculty member—need substitutes; called student
		10/31/05	10/31/05	Grade	Referred student to academic grievance
Dean/Humanities.		7/14/05	7/14/05	Discipline (cheating)	Negotiated for student to take test
		7/19/05	7/19/05	Grade	Informed student that instructor followed syllabus
		7/21/05	7/24/05	Faculty member	Counselor instructor; checked w/HR re: harassment
		8/31/05	8/31/05; 9/2/05	Faculty member	Interviewed & counseled instructor; instructor & student worked out issues
		9/15/05	9/22/05	Faculty member	Determined comments to be within appropriate content in class
		10/6/05	10/10/05	Father concerned daughter failing	Student gave privacy release; counseled her on options
		10/7/05	10/10/05	Concerned father	Student gave privacy release; promised help w/choosing new classes
		10/11/05	10/13/05		Arranged for student to check out math tape beyond time limit
		10/14/05	10/17/05	Faculty member	Investigated; tape appropriate to class subject matter
		10/20/05	10/21/05	Cheating	Instructor followed syllabus
		10/20/05	10/21/05	Cheating	Instructor followed syllabus
		10/31/05	10/31/05	Disciplinary problem	Sent to Dean Babcock for further counseling.
		10/31/05	11/1/05	Class assignment	Counseled w/student; negotiated w/instructor who will give

					student another chance.
		10/31/05	10/31/05	Faculty member	Student had some valid points; counseled instructor
		10/31/05	10/31/05	Faculty member	Student had some valid points; counseled instructor
		11/15/05	11/15/05	Disciplinary Problem	Counseled w/student & instructor
		11/18/05	11/18/05	Grade	Unable to re-instate; instructor willing to take on as directed study
		11/23/05	11/28/05	Grade	Giving the student an "I" grade
		11/28/05	11/28/05	Faculty member	Instructor will not be returning in the spring; called parent
		11/29/05	11/29/05	Faculty member	Suggested she go back and speak to instructor after class ends.
		11/29/05	11/29/05	Missed class/hurricane	Signed form for late withdrawal
		11/29/05	12/1/05	Cheating	Student and instructor negotiated a solution
		12/7/05	12/7/05	Grade/paper	Suggested she visit w/instructor
		12/8/05	12/8/05	English paper	Instructor met w/student and reassured her
		12/9/05	12/9/05	Quiz grade	Called instructor to remind him that she had made up the quiz.
		12/14/05	12/14/05	Grade	Suggested she try emailing instructor to apologize for losing temper and try for an "I" grade
		12/14/05	12/14/05	Grade	Suggested she take [REDACTED] in spring
		12/14/05	12/14/05	Disciplinary Problem	Explained which areas are for noise and which for quiet in the library; suggested SGA.com lounge
		12/14/05	12/14/05	Failing	Sent her to counseling
		12/16/05	12/16/05	Faculty member	Instructor will let her make up the make-up test after we return
		12/16/05	12/16/05	Grade	Called admissions to straighten out credit by exam grade; contacted student w/results.
Director/Student Services		7/19/05	7/20/05	Staff	Sent email requesting additional info and offering assistance
		8/8/05	8/19/05	Dismissal from Program	Appeal denied
		8/10/05	8/10/05	Incompetent staff	Sent him a fall course schedule with a letter of apology
		8/24/05	8/26/05	Terrible experience trying to register for online course	Reviewed student's on-line access and corrected the problem.
		8/25/05	8/30/05	Financial Aid	Reviewed student's concern. Found student did not complete all required documents.
		9/6/05	9/6/05	Transfer credit	Documentation provided will be forwarded to appropriate dean for review; student will receive letter from transcript office
		9/19/05	10/15/05	Grade grievance decision	No violation of policy found.
		10/17/05	10/20/05	Student verbally assaulted the professor & disrupted the class	Student counseled by Dean of Student Services and withdrew from class.
		6/20/06	6/30/06	Residency	Reviewed by Director of Student Services; residency changed for fall term.
		11/14/05	1/2/06	Cheating; Dismissal from	Removal of "F" grade and reinstatement into the nursing

				Program	program
	██████	11/14/05	1/2/06	Cheating; Dismissal from program	Removal of "F" grade and reinstatement into the nursing program
	██████████	11/17/05	12/8/05	Residency	Cannot change residency status; would violate Florida Dept. of Ed. Rule 6A-10.044(3)
Dean/AS & Technical Programs	██████	7/5/05	7/6/05	Grade	Talked w/instructor who hadn't turned in grade change form yet; instructor complied.
	██████████	7/1/05		Grade	Talked w/instructor who hadn't turned in grade change form yet; instructor complied
	██████	7/26/06		Took wrong test in Test Center	Talked w/instructor who permitted the student to take the online exam on 7/27/05.
	██████	7/26/05	8/4/05	Grade	Reviewed Datatel and grade screen for the class and the grade had been posted; emailed student that grade was on his transcript & apologized for the delay.
	██████	9/19/05	9/	Class—pace too fast	Reviewed the student's academic record in the prerequisites & listened to the student's desires. Recommended that student w/APA 1111. Spoke w/counselor about student's expectations & learning process. Emailed recommended approval for late drop w/understanding that the student registers for APA 1111.
	██████	10/9/05	10/	Faculty member	Spoke w/instructor about 24 hour response time expectation for email answers to student questions in online classes; spoke w/instructor about return time for grading assignments; need to clarify with students.
Dean/AS Programs	██████████	2/18/05	2/22/05	Class instruction	Permitted to drop from class and registered w/different instructor at DM.
	██████████	5/20/05	5/23/05	Computers	Spoke w/student on the phone; apologized for the equipment issues; will have techs make necessary repairs
	██████████	5/24/05	5/24/05	Class day changed	Since her info was not current in the system, contact was not possible; added to online section
	██████	6/30/05	7/5/05	Grade	Discussed grading w/faculty, points earned = D grade. Explained to student, emailed w/clarification of points breakdown. Explained grade grievance process.
	██████	7/2/05	7/6/05	Grade	Discussed grading w/faculty, points earned = D. Explained to student, emailed w/clarification of points breakdown.
	██████████	6/22/05	7/22/05; 7/25/05	Grade	Directed student to discuss w/faculty which she never did. Explained grade grievance process.
	██████████	7/20/05	7/20/05	Safety of automatic door	Responded to student email; moved furniture in LRC to remedy safety issue.
	██████	8/1/05	8/9/05	Grade	Discussed grading w/faculty, points earned = B. Explained to student, emailed w/clarification of points breakdown.
	██████████	8/12/05	8/12/05	Class (not grade related)	Issue was resolved; email from student was to share his experience—difficulty getting added to a course

		9/21/05	9/21/05	Staff – ARR	Forwarded complaint to dean of student services
		10/5/05	10/10/05	Dropped from class	Explained to student, invited her to register for the course in the next term
		10/12/05	10/13/05	Unable to get needed books from LRC	Had LRC staff research the situation; contacted student w/explanation and offered to order book.
		10/19/05	10/27/05	Faculty member	Emailed student w/appreciation of her feedback of the instructors (coincided w/classroom observations— instructors will not be brought back).
		11/15/05	11/18/05	Classes	Contacted student by phone to explain college policy regarding minimum enrollments, etc.
		12/12/05	12/14/05	Missed final exam	Instructor will allow student to make up exam
		12/16/05	1/3/06	Grade	Discussed grading with faculty, points earned = B. Explained to student
Dean/Environmental & Technical Programs		11/29/05	11/30/05	Nursing classes in summer	As scheduling of nursing classes on PC campus are administered by the dean at DM campus, this matter was discussed w/him for follow-up. Student was contacted by phone and told that DM dean would be handling this matter. DM dean's phone number was provided to student.
		11/1/05	11/8/05	Requested to withdraw w/refund from class	Student was contacted by phone and the situation was discussed. She was provided w/a request for late withdrawal form and directed to the dean of student services office at the PC campus. This office then processed the request.
Dean/Arts & Sciences		Fall 2005	Fall 2005	Faculty member	Upon meeting w/the students and hearing their concerns, I discussed strategies w/them as well as instructor's academic freedom. There was no problem that needed action, so the resolution was concluded at the end of the meeting.
President' s Office		8/8/05		Financial Aid	This call was referred to the Director of Financial Aid with a copy to the VP/Education & Student Development for further disposition and follow up.
		8/9/05		Expelled	This call was referred to the DM campus dean's office. The dean recalled a history of interactions w/ this student. It was further referred to Director of Student Services and the VP/Education & Student Development for further disposition and follow up.
		8/16/05		Financial Aid	This call was referred to the campus president's office at DM for further disposition and follow up
		9/13/05		Change of grade request mishandled at YB	The complaint was referred to the campus president's office for investigation and follow up to the college president.
		11/30/05		Advising/Counseling – PC	This call was referred to the PC campus president's office

					for further disposition and follow up
	██████████	12/12/05		Classroom	The call was referred to Plant City Campus President. The Dean of Environ/Technical Programs spoke with the student and discovered the student was at the wrong classroom. Regarding trash and mold in the classroom, this building is scheduled for remodeling.
	██████████	7/05-12/05		Status of transcripts and financial aid	These calls are most often referred to ARR Officer and the Director of Financial Aid for their disposition and follow up.
Director/Distance Learning	██████████	1/5/06	1/6/06	Archaic website	The VP/Information Technology responded
Dean/Student Services	██████████	8/9/05	8/9/05	Had not received diploma	Student was a BR student and was referred to BR ARR office; she was advised to verify her address.
	██████████	8/9/05	8/9/05	Confined to bed and needed a deferment	FA Manager spoke w/student and entered a deferment into the system.
	██████████	11/9/05	11/28/05	Faculty member	Petition was approved; copy of student's letter was forwarded to the academic dean.
	██████████	11/10/05	11/10/05	Late Drop from 2 years ago denied; she owed \$\$	Explanation was provided: received financial aid plus a refund but never attended.
	██████████	11/25/05	12/2/05	Faculty member	Explanation: received financial aid; withdrawal only option; copy of letter forwarded to academic dean
	██████████	12/4/05	12/15/05	Faculty member	Petition for Late Withdrawal approved
	██████████	12/13/05	1/9/06	Faculty member	Copy of letter and petition to academic dean for input process completed; late drop approved
	██████████	12/6/05	12/13/05	Transcript	Student owed money since 2003; was sent to collections; requested and paid for a transcript on 4/15/04 at BR; Assistant to Dean contacted student; system does not indicate whether a transcript was sent or not.
Director/Financial Aid	██████████	6/23/05	7/14/05	FA Staff (DM)	I spoke w/DM FA manager re: status of student's file; manager contacted student and discussed the documents required for completion of his FA; Pell Grant awarded 9/26/05.
	██████████	8/8/05	8/11/05	Financial Aid	Contacted Sallie Mae to confirm the student's completion of the Stafford Loan Exit Interview session; hold was ended and academic transcript released.
	██████████	8/15/05	8/16/05	FA (BR)	Email sent w/details as to the status of the student's financial aid file & corrections needed ; student given 60 day deferment for the payment of fall 2005 classes.
	██████████	8/31/05	8/31/05 and 9/14/05	FA (DM)	DM FA Manager met with student and his parents
	██████████	10/25/05	11/7/05	FA (DM) Incorrect and inconsistent info re: disbursement	Explained steps involved w/disbursement of Stafford loan program; her Stafford loan was not released due to the college not having her high school transcript on file.

	██████	11/29/05	12/7/05 and 1/4/06	FA (DM)	DM FA manager indicated that Pell Grant was not awarded as a result of the student not being enrolled for 6 credits; DAO FA awarded student a HCC Need-based scholarship for 05/06 based on his GPA, etc.
Dean/Academic Affairs	██████	7/12/05	7/12/05	Faculty member	Student withdrawn from class
	██████	7/19/05	7/19/05	Grade	Questioning grade of "C" for ENC 1102; sent email to instructor
	██████	7/19/05		Grade	Grade not submitted; instructor had trouble submitting grades electronically; was out of the country; grades were reentered
	██████	8/2/05	8/9/05	Grade	Student attended 2 of 5 meetings; he did not attend orientation; did not complete the Gordon rule requirement; did not complete tests 3 or 4; did not notify instructor in advance of absences; grade is appropriate
	██████	8/2/05	8/2/05	Grade	Student missed 2 exams; not make up policy; advised student to meet w/instructor to see if "C" grade possible; student said would meet with a counselor
	██████	8/9/05	8/9/05	Grade	Concerned re: points awarded on retake exam—multiple choice; afraid of instructor. Recommended student meet with instructor now to relieve anxiety
	██████	8/23/05		Faculty member	Teaching style; main complaint was this grade will affect her financial aid
	██████	8/24/05	9/6/05	Grade	Issues re: mass communications syllabus and grading policy; students work did not warrant a C and will be reviewed.
	██████	8/24/05	8/31/05	Grade	Issues re: mass communications syllabus and grading policy; student will receive a C vs D originally given out verbally
	██████	8/31/05		Grade	Student received F; student had oral surgery day of exam and attempted to submit paper after the fact; student knew of surgery and could have submitted paper early; grade of F is appropriate
	██████	10/6/05	10/6/05	Faculty member	Student failed first 2 tests; sought help from instructor; instructor rude told her to get out of class. Instructor indicated student is disrupting class, undermining and challenging her. Instructor wants student out of her class; student referred to SSD (YB).
	██████	10/6/05		Faculty member	Student wants retake of exam; complained instructor leaves early & arrives late; instructor 1 hr. late on test date; instructor indicated that exam was shortened; since all students had the same amount of time for exam; not discrimination
	██████	10/11/05	10/11/05	Faculty member	Student not allowed in class; waiting for security report and call from instructor; student advised to meet with counselor

					as this seems to be a behavior/interpersonal issue.
	████	10/13/05	10/13/05	Faculty member	Disagrees about "spanking" question/answer on exam. Wants instructor to back up info; spend less time talking about "opinions"; student advised of "academic freedom" issues.
	████	10/31/05	10/31/05	Faculty member	Wanted dean to intervene and allow her to take test 2; student has been ill. Recommended that student see counselor to withdraw and petition for a refund then retake course in spring.
	████	10/31/05	10/31/05	Faculty member	Minus 25 points for spelling of one word on question; felt was excessive; student advised to meet with instructor
	████	11/9/05	11/9/05	Faculty complaint against student-Discipline	Student is disruptive; has issues with other students in class; recommended that student be referred to the SSD (YB)
	████	11/9/05	11/9/05	Faculty complaint against student-Discipline	No book, has writing problems; recommended document and refer student to counselor
	██████	11/29/05		Faculty member	Student takes exams in test center w/disability accommodation; student was late for quiz and exam and needed extra time. Instructor said exam shortened for all and additional time not warranted. Recommended student meet with the instructor and the disabilities coordinator.
	██████	12/6/05	12/6/05	Grade	Student wanted to make up missed exam; student given highest score in place of taking the test; student said not that she wants to take the test or a makeup; Advised student that no one forced her to come to us, that she needed to work this out with the instructor. Later student left written note for instructor apologizing for her actions and willingness to accept her highest grade in lieu of a makeup test.
	██████	12/6/05	12/9/05	Discrimination	Met w/instructor, campus president to review student's complaint. Academic dean and campus president believe instructor within her rights; dean will draft response to student advising such.
	██████████	12/8/05	12/8/05	Plagiarism	Documented a paper submitted by student was plagiarized; dean advised instructor re: college policy and recommended a failing grade be assigned, also recommended that student be referred to SS dean.
	████	12/6/05	12/9/05	Grade	Take home exam responses were questioned by instructor whether they were her work; student was to complete 1, 2, or 3 essay questions out of 4; student did not; therefore, did not fulfill Gordon rule requirement; grade of F is appropriate.
	██████	12/8/05		Grade	Student was informed to meet with instructor or retake the course.
	██████	12/13/05	12/15/05	Faculty member	Complained w/negative comments re: instructor's teaching, classroom management, retention, etc. Responded with

					analysis of grades assigned and concurrence with the assigned grade of F as appropriate. Student responded acceptance of grade but threatened to register complaint with President.
Campus President's Office	██████████	7/20/05	7/20/05	ARR	Contacted ARR; transcript sent
	██████	8/4/05	8/26/05	Financial Aid	Financial aid did not place hold; finance did; hold removed
	██████	8/5/05	8/26/05	ARR	Petition approved; delayed due to need for more documentation
	██████████	8/18/05	9/29/05	Dismissed from Police Academy	Dismissal upheld; matriculation at college allowed.
	██████████	9/14/05	9/15/05	Financial Aid	Dean of student services met w/student who agreed to meet with professor to rejoin class to save the financial aid status
	██████	9/14/05	9/20/05	Grade	Change of grade; grade changed 9/6/-5
	██████████	11/2/05	11/4/05	Financial Aid	Needed financial aid for law enforcement academy; deferment granted 11/4/05; loan processed.
Equity	██████████	12/2/04	1/7/05	ADA – failure to accommodate	Allowed drop and adjunct faculty not used again.
	██████████	12/9/04	1/21/05	Sexual harassment	Unfounded
	██████████	12/13/04	2/7/05	ADA – failure to accommodate	Unfounded
	██████████	3/29/06	4/26/06	Harassment	Student allowed to drop class; faculty member counseled.
	██████████	6/22/06	7/5/06	Sexual harassment	Student allowed to drop class; training for employee
Dean/Math & Sciences	██████████	5/23/06	6/8/06	Disagreed with final grade	Faculty reviewed and changed grade
	██████████	5/17/06	6/15/06	Disagreed with final grade	Faculty reviewed and did not change grade
	██████████	3/23/06	3/23/06	Condescending attitude of faculty member	Faculty member denied the accusation
	██████████	3/1/06	3/1/06	Disagreed with teaching style	Case referred to Program Manager; no further complaints
	██████████	3/21/06	3/21/06	Disagreed with teaching style	Case referred to Program Manager; no further complaints
Director/Risk Mgnt & Auxiliary Services*	██████████	4/10/04	4/12/06 – open dialogue	Potential changes in Internet Café foodservice at Dale Mabry Campus	Discussion at open-dialogue with President; review of current contracts with foodservice; foodservice contract bids due 8/3/06.
Dean/AS Programs	██████████	2/3/06	2/3/06	Student behavior issue	Instructor sent student a letter for first and final warning of behavior and a cease and desist. If student fails to comply & behavior continues, instructor will follow dictates of

					syllabus & eject student from class.
	██████████	2/3/06	2/3/06	Student behavior issue	Same as above
	██████████	2/9/06	3/10/06	Student cheating issue	Instructor informed both students of cheating issue. Students received zeros for assignments that were identical. Instructor informed Program Manager & Dean of incident. Students counseled by instructor & continued in class without further incident.
	██████████	2/27/06	2/27/06	Student registration issue	Student was completing assignments for one section but was registered for another section. Both instructors were contacted & agreed to the adjustment.
	██████████	2/27/06	3/6/06	Student cheating issue	Instructor met w/both students (one was disrespectful). Instructor told students that she was willing to allow them to resubmit assignments & continue in class. After more disrespectful comments, instructor contacted the Dean. Dean contacted the SS Dean for meeting for the violation of the Student Code of Conduct. SS Dean met with students. Students agreed to come back to class, not cheat and to be respectful; instructor agreed; students completed course.
	██████████	3/3/06	3/3/06	Instructor response issue	Instructor contacted to contact student immediately. Contacted Asst. in Computer Science dept. to call student & ascertain uploading & password problems.
	██████████	4/4/06	4/5/06	Instructor response issue	Instructor contacted with directions to communicate with student immediately. Instructor informed student that tests taken in test center not valid. Dean sent email to student explaining online course parameters. Instructor met with student to resolve issues.
	██████████	4/4/06	4/5/06	Instructor response issue	Instructor contacted w/directions to communicate with student immediately. Asst. in Computer Science Lab instructed to contact student & discuss issues.
Dean/Academic Affairs	██████████	1/9/06	1/9/06	Grade calculation – wanted "N" grade	Referred to instructor—final grade of "C" assigned
	██████████	1/11/06	1/12/06	Registration conflict – classes overlap	Student informed we could not override time conflicts; student demanded meeting with Campus President; confirmed policy; student was referred to continuing education as option
	██████████	1/17/06	1/26/06	Change of grade for incomplete/Received from President's Office	Student took class in 05SU & completed in 10/05; instructor submitted change of grade form which was misplaced and resubmitted 1/26/06
	██████████	1/26/06	1/27/06	Complaints about instructor & prep math lab	Student was taking exam in lab when next class entered; student asked to leave. Confusion about when class is scheduled; lab is not an "open" lab. Lab will post hours for lab & classroom; Program Manager will speak to instructor about tact & diplomacy.

	██████████	1/27/06	1/27/06	Complaint about science instructor & final grade	Student complained about tardiness of instructor and being unorganized. Student claimed she did not have time to withdraw by deadline date; student referred back to instructor.
	████	1/31/06	1/31/06	Missed mandatory orientation; withdrawn from class	Mandatory meeting policy clearly stated in published materials and enforced
	██████████	2/7/06	2/7/06	Instructional method	Class originally scheduled as a computer based class. Instructor changed and the class was polled to determine a change to lecture-based or stay w/computer-based class. Majority voted lecture-based. Student had the option to withdraw but did not. Student referred to student services & advised she could petition for administrative withdrawal.
	██████████	2/21/06	2/21/06	Excessive absences	Student missed 3 weeks of class; instructor would not allow her into class. Student referred to academic dean.
	██████████	2/17/06	2/17/06	Student was asked to withdraw from prep math class	Student scored 65% on 1 <sup>st</sup> test, took twice. Syllabus states that student must either withdraw or remain in the class & receive an "N" grade. Syllabus states student can remain in class but may not pass. Student referred to program manager.
	██████████	2/23/06	2/23/06	Prep math test grade complaint	Student scored 60% on test; was penalized for abbreviating 10,000. Student was referred back to instructor.
	██████████	2/27/06	2/28/06	Chemistry final grade complaint	Student attempted to contact instructor to see all grades; grade was appropriate.
	██████████	2/13/06	2/28/06	Grade complaints	Student received final grade of "D." Student was allowed to retake pretest & claims instructor said new average was a "C." Instructor had no recollection of the conversation. Instructor's final grade sheets were recalculated and the grade of "D" was confirmed as appropriate.
	██████████	3/20/06	3/20/06	Cheating and physical assault on staff	Student was caught with possession of prep math test. Student kicked instructor and ran from the room. Security report was completed & student referred to SS Dean. Instructor recommends "F" grade or withdrawal.
	██████████	3/23/06	3/27/06	Test grade complaint	Student received 40% on test; felt answers were marked wrong due to misspellings. Instructor did not count off for misspellings; two questions were not answered.
	██████████	4/30/06	5/1/06	Complaint about instructor's teaching style; instructor accused students of cheating on test	What began as a complaint by one student about instructor's teaching style evolved into a complaint from 2 students accused of cheating on exam. Meeting held with instructor, students, and dean. Students are first denied cheating however a third student had confesses that to letting them copy her quiz paper. The instructor would assign an "F" grade.
	██████████	6/27/06	6/29/06	Disruptive behavior	Security was called to math lab to deal w/disrespectful and disruptive student. Student was using cell phone in

					violation of lab policy & was asked to leave; student refused, began using foul and abusive language. TPD was contacted and student left via rear emergency door. Academic dean met w/student and confirmed she was in the wrong lab; she should have been in tutorial center.
Dean/Student Services	██████████	5/22/06	5/31/06	Financial Aid – staff complaints	Students petition to withdraw denied because student already accepted funds and if late drop is granted, student will owe funds.
	██████████	6/13/06	6/16/06	Financial Aid	Staff member rude. Student left ID card and came back to pick it up and was made to sign in. The SS dean agreed to get required info from financial aid and email student with requirements.
	██████████	7/3/06	7/3/06	Financial Aid	Staff member yelled and embarrassed student. Dean to talk to staff member. Student told to deal only with financial aid counselor.
	██████████	1/6/06	1/17/06	Financial Aid	SS Deans office left a message on her message machine but call was not returned
	██████████	1/18/06	N/A	Registration	Put into a class she did not want to take; wanted to drop but advised she would owe the school money
	██████████	2/14/06	N/A	Registration	Requested to have the chance to take a class for the third attempt
	██████████	2/15/06	2/16/06	Reported she almost fell on broken sidewalk	City of Tampa was notified that sidewalk needed repair; they responded that they would examine the damage and determine when and if would be fixed
	██████████	5/9/06	5/18/06	Financial Aid – customer service & papers/Received from President's Office	Student informed as to what she needed to provide Fin. Aid in order to process her aid request
	██████████	4/4/06	4/5/06	Registration	SS Dean approved registration for 4 <sup>th</sup> and last attempt for class.
	██████████	4/18/06	N/A	Registration	CPT scores indicate the need to take prep
	██████████	6/13/06	6/15/06	Financial Aid	SS Dean emailed student the independent verification form and the reasons why she is required to provide certain documentation; dean also spoke with financial aid supervisor in regard to student situation.
	██████████	4/24/06	N/A	Registration	Disabled student and having problems with registration
	██████████	1/11/06	1/17/06	Customer Service issue	Assistant to SS Dean called student and received no answer; letters provided to campus president from all staff involved
ARR Officer	██████████	3/3/06	3/6/06	Registration of his middle school daughter for on-campus dual enrollment	Communication between HCC & FLDOE & then to father provided him with the legislative interpretation of Florida statute regarding dual enrollment
Director/Financial	██████████	2/3/06	2/15/06	Disbursement of Stafford	Student was on SAPI suspension & submitted appeal for

Aid	[REDACTED]			loan and customer service	reinstatement; appeal approved on 1/17/06; loan had to be reissued by Sallie Mae. SS Dean notified of customer service complaint.
	[REDACTED]	2/27/06	2/27/06	Parent dissatisfied in the length of time it was taking the college to send the PLUS loan check for endorsement	FA office contacted Finance Office to check status; PLUS loan check mailed on 2/27/06
	[REDACTED]	2/15/06	2/15/06	Financial Aid – refund	Finance Office issued
	[REDACTED]	1/12/06	2/17/06	Financial Aid processing	Student notified that she was missing the high school transcript thus ceasing the processing of her Stafford Loan request
	[REDACTED]	1/6/06	1/17/06	Financial Aid – documents misplaced	Campus financial aid counselor met with student to resolve documents needed to complete file
	[REDACTED]	4/20/06	4/23/06	Financial Aid – different forms needed at each visit	A listing of outstanding documents needed was provided to parent on behalf of student
	[REDACTED]	2/28/06	3/6/06	Student owes the college due to RT4 & wanted to debate the obligation	Financial aid counselor explained the RT4 issue; student submitted documents that enables the student to use upcoming financial aid to pay obligation
	[REDACTED]	2/15/06	2/18/06	Financial Aid	Student's file mistakenly not processed by Sallie Mae. Upon college's contact w/Sallie Mae, the loan was guaranteed & released for payment to student
	[REDACTED]	4/24/06	4/24/06	Financial Aid – phones not being answered	Financial Aid manager contacted student and completed student's file immediately; Pell Grant was awarded
	[REDACTED]	5/11/06	5/11/06	Book funds not available to charge books at DM	Financial aid manager indicated that college received student's loan funds on 5/10/06 and the funds were available to student to charge books on 5/11/06
	[REDACTED]	5/30/06	6/1/06	Status of Spring 2006 Pell Grant Award	Financial aid manager indicated that the student's funds were credited to her account on 1/2/06 for which 100% was applied toward tuition. The instructors reported WN grades for all classes which caused the cancellation of the Pell.
	[REDACTED]	5/17/06	5/19/06	Customer Service – Financial Aid Office	Notified SS Dean and financial aid counselor
	[REDACTED]	6/1/06	6/2/06	Financial Aid not awarded	Student's financial aid was processed and Pell awarded however student dropped all of her classes.
	[REDACTED]	5/5/06	6/1/06	Financial Aid	Financial aid manager met with student and discussed payment options; arranged for monthly payment for obligation.
	[REDACTED]	5/9/06	5/12/06	Financial Aid	All questions regarding financial aid processing were discussed with student
	[REDACTED]	5/15/06	5/15/06	Inconsistent info provided by DM Financial Aid staff	Notified the DM Financial Aid office of concerns and recommended s for enhancement of services from the counter staff
	[REDACTED]	6/19/06	6/19/06	Financial Aid – inability to answer questions as to	Attempted to explain to student how the balance occurred on his account; he became rude. Student advised to meet

				why he owes the college	with the SS Dean at the Ybor Campus. Statement inserted into the student's STCM screen describing inappropriate behavior and language.
	██████████	6/22/06	6/22/06	Financial Aid – processing of file	Attempted to explain info to student, he hung up the phone. Email sent to SS Dean and FA counselor to follow up.
	██████████	6/21/06	6/29/06	Complaint against instructor and how situation impacted her financial aid	SS Dean at BR responded to student's request for removal out of class; student informed of the outcome of processing a withdrawal for the class and student understood the results of this transaction.
	██████████	6/6/06	6/30/06	Financial Aid – residency status	Director of Student Services investigated and forwarded a response to the student and the Governor's Office
VP/Education & Student Development	██████████	5/15/06	5/15/06	Financial Aid Refund	Director of Financial Aid assured student that her refund would be available on her HigherOne account.
	██████████	5/12/06	6/28/06	Challenge a grade	Dean of Health & Wellness responded to the student.
President's Office	██████████	6/6/06	6/6/06	Registration	Referred to Director of Student Services; the issues were addressed and the student was responded through by letter
	██████████	3/9/06`	3/9/06	Customer Services	Poor communication system and rude and unprofessional behavior of staff. Referred to the DM President's Office.
	██████████	1/31/06	1/31/06	Financial Aid	Disappointed in manner in which her financial aid disbursement was handled.
	██████████	1/23/06	1/23/06	Registration & Transcript Request	Complained of poor service; referred to the DM President's Office

8/1/06

\*103 complaints were submitted via email regarding the potential changes in Internet Café foodservice at the Dale Mabry campus.