

CHICAGO STATE UNIVERSITY

COMPLAINT PROCEDURES AT CSU

GENERAL STUDENT INFORMATION

Students should consult the Office of the Dean of Students located on the second floor of the Cordell Reed Student Union, room 268-A for general information regarding student issues, academic concerns, records, and filing complaints. Students should be aware of the policy on student grievance procedures and the Student Code of Conduct found online at <http://www.csu.edu/judicialaffairs/documents/IMPArticleX-Section2-policyonstudentconduct.pdf>. Reference to this policy can also be found in the online version of the Student Handbook found at <http://www.csu.edu/dosa/documents/StudentHandbook.pdf>.

Students may contact:

Dr. Teresa McKinney, Dean of Students Cordell Reed Student Union, room 268-A
773.995-2448

HARASSMENT/DISCRIMINATION

Students that believe they have been subject to discrimination or harassment, including sexual harassment, should contact the Equal Employment Opportunity Office located in the Cook Administration Building, room 318. Additional information related to this office and the services provided may be found online at <http://www.csu.edu/eo/complaintprocedures.htm>.

Students filing a complaint against another student should initially report it to the Dean of Students.

GRADE ISSUES

Students with concerns regarding faculty, staff, grades and other academic related issues should follow the appropriate department grievance procedure within each College. Typically students will be referred to:

1. Their instructor. If a student is dissatisfied with the results of that discussion, students should then contact:
2. The appropriate department chair. If still dissatisfied, the student would be referred to a Student Relations Committee/College Grievance Committee. Students may wish to contact:
3. Their dean, and then if necessary, contact:
4. The Provost.

REGISTRATION ISSUES

Students with questions or concerns regarding registration should contact: Victoria Smith-Murphy, University Registrar, [Office of the Registrar](#), Cook Administration Building, room 128
773.995-2517

FINANCIAL AID ISSUES

Students with questions or concerns regarding financial aid should contact: [Financial Aid](#), Cook Administration Building, room 207.
773.995.2304.

MISSING CAMPUS RESIDENT STUDENT

If anyone from the University Community (student, employee or other individual) has reason to believe that a student has been missing for at least 24 hours, that person should immediately notify the Chicago State University Police at 773-995-2111 or in person at the Physical Plant Building or contact 911. For specific information on Chicago State's Missing Student Notification Procedure, view: <http://www.csu.edu/CSUPolice/missingPersonPolicy.htm>.

DISABILITY ISSUES

Concerns regarding access for individuals with disabilities should be referred to: [Saundra Saunders](#), Coordinator of [Disability Services](#).
Cordell Reed Student Union, room 198
773.995.4401

ENVIRONMENTAL/FACILITIES ISSUES

Environmental or facilities issues, concerns regarding fire safety, or any potentially hazardous situations should be directed to: [Fred Williams](#), CSU Life Safety Specialist
773.995.3675.

CAMPUS FOOD SERVICES ISSUES

Questions or concerns regarding the campus food services (Thompson Cafeteria or Cougar Cove) should be directed to:
[Amenia Commander](#), Manager, [Thompson Cafeteria](#)
Cordell Reed Student Union, 1st Floor
773.995.3891

PARKING and UNIVERSITY POLICE ISSUES

Questions or concerns related to campus parking should be directed to:
University Police, [Chief Ronnie Watson](#)
Physical Plant Building, room 110
773.995.3862

JUDICIAL AFFAIRS ISSUES

Judicial Affairs questions or concerns should be directed to [Shannon VanSlyke](#), Director of [Judicial Affairs](#)
Cordell Reed Student Union, room 247
773.995.2150

ANONYMOUS REPORTING

The University recognizes there may be instances when individuals will want to report anonymously regarding activities in violation of university policies, local, state and federal laws.

The University has provided a means for anonymous reporting via a [24-Hour Hotline](#) supported by University Police at (773) 821-2882.