



Technical College

System of Georgia

The Student Experience and Student Complaints

Bobby C. Light
Student Experience Specialist

Goal for the Student Experience

- Our goal at TCSG and Student Affairs is to ensure students have an open line of communication to the system office and can express any and all concerns to us. We ensure that the colleges have policies and procedures in place, and the complaints are listened to and thoroughly investigated. We also strive to make sure the student's experience is a seamless and flawless one.
- Within 3 days a response to the initial email/complaint should be received at TCSG from the responding party.

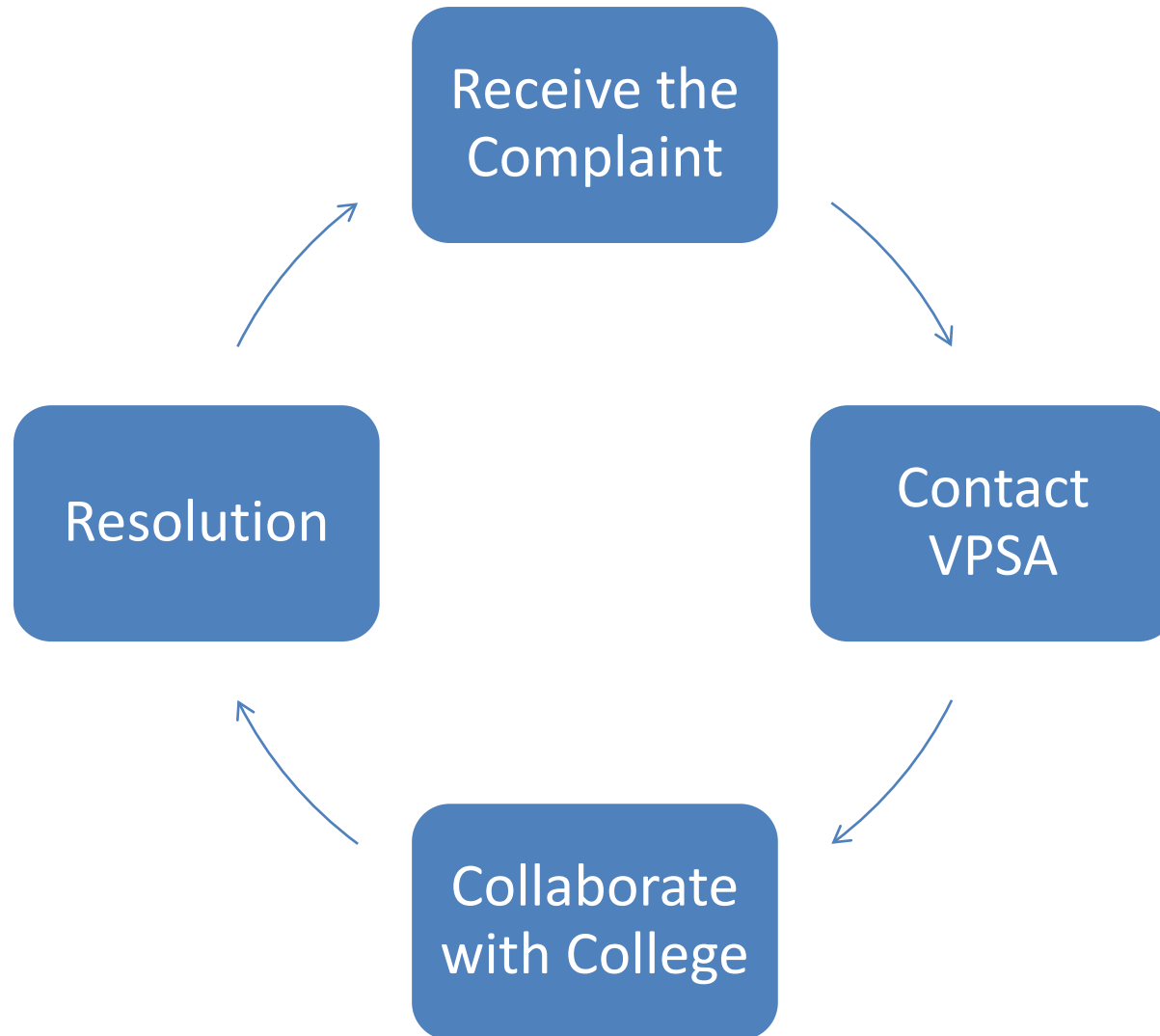
Examples

- accommodations with a disability
 - transportation issues
 - childcare issues
 - Community resource referrals
 - Title IX, equity and discrimination
 - academic and student related complaints
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- Our colleges each have their own DS, SP, CS and other offices to address a multitude of issues. Overall, in one sentence and most important, we strive to make sure the student's experience is a seamless and barrier-free.

Best Practices for Handling Student Issues

- Listen, 2 ears and 1 mouth
- Sympathy and Empathy
- Accommodate reasonably (it is imperative to understand if the student has an accommodation plan, **STICK TO IT**).
- Equity and Equality is key
- Refer to DS, SP, CS, it is important to know your resources on campus
- Students want a calm, approaching demeanour
- Email and communication

Student Experience Complaint Process



Receiving the Complaint

- Receive the complaint either by phone, email, or the program integrity complaint form
- Talk with student or review emails
- Gather any additional information needed
- Several ways to file a complaint:
- Bobby C. Light, blight@tcsg.edu, 404-679-1370
- studentaffairs@tcsg.edu
- Google TCSG Complaint and the program integrity complaint form is number 1.
- <https://www.tcsg.edu/about-tcsg/system-office-services/office-of-technical-education/program-integrity-complaint-form/>

Title IX Complaints

- If Student Affairs receives a complaint that may seem like it is a Title IX complaint, then the Title IX investigator and myself will review first-thing and discuss the appropriate response.
- If we deem it to be a Title IX complaint, then Brannon Jones, Title IX Investigator will take over the investigation.

Contact the Vice President of Student Affairs

- The colleges have procedures and policies set in place to help the student succeed. TCSG is responsible for being a liaison to the student and college. We contact the VPSA to allow them to respond to the complaint and to find the best possible next steps and resolution for the student.
- VPSA will determine the appropriate person to forward or conduct the investigation into the matter. The VPAA may be contacted instead of the VPSA.

Collaborate with College

- Discuss the inquiry with the college's VPSA or appropriate person
- Once the college has made their decision and determined the next best steps, the student will be contacted by the VPSA, VPAA, (or supporting staff), and by TCSG.

Resolution

- During the process, the student is being informed of any communication with the college and TCSG.
- Share the resolution and/or next best steps with the student and determine if any further assistance is needed.
- The goal with any student complaint is to not leave any unanswered questions or concerns and to provide the best customer service possible.

TOP 3 STUDENT COMPLAINTS?

CDL Truck Driving and Nursing Program Issues

- Lack of drive and class time
- Exam and Clinical Issues

General Instructor Issues

- Grading, difficulty level of the class, system issues, lack of correspondence, retaliation, discrimination

Correspondence with the Colleges

- Students feel as if their complaint is not being heard by college staff or their complaint is not being addressed quickly enough



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