

MiraCosta College
Academic Affairs Committee Regular Meeting
September 13, 2024
9:00 – 11:00 am, OC3515



[Link for remote viewing and public comment](#)

Meeting ID: 821 7914 8944

- I. **Call to Order**
- II. **Remote Member Attendance**
Description: AAC will consider remote participation of members under the provisions of AB2449, if any.
- III. **Roll Call**
- IV. **Public Comment**
- V. **Changes/Additions to the Agenda**
- VI. **Minutes of the May 10, 2024 Regular Meeting: Review and Approval (attachment)**
- VII. **Orientation for AAC Members**
- VIII. **Subcommittee Memberships: Updating Academic and Board Policies (AP/BP), 26/27 Calendar Development, Textbook Affordability, SURF Updates, Syllabus Checklist, Prioritization of FT Faculty Hire Requests**
- IX. **Reports**
 - a. **Hiring** (Hull)
 - b. **Calendar** (Hull)
 - c. **Textbook Affordability** (Pescarmona)
 - d. **SURF Updates** (Hull)
 - e. **Updating Syllabus Checklist** (Hull)
 - f. **Redesigning the Student Experience** (Askerneese)
- X. **Old Business**
 - a. **AP43XX: Student Travel Guidelines** Description: A group met throughout 2023 to create student travel guidelines, which included representatives from all constituencies (classified professionals, faculty, administrators, students) with representation from Athletics, Title IX, Student Affairs (Student Conduct), Associated Student Government, Student Life & Leadership, Fiscal Services, Risk Management, Human Resources, and Student Equity. 2nd read and vote before forwarding recommendation to Academic Senate. (see attachment)
 - b. **AP/BP 4300: Field Trips and Excursions**
Description: Revision of procedures for out-of-state and international travel for field trips. 2nd read and vote before forwarding recommendation to Academic Senate. (see attachment)
 - c. **AP4026: Philosophy and Criteria for International Education**
Description: AP underwent a comprehensive review in Spring 2023 with CPC. Here we are suggesting minor modifications due to a reorganization that took place in summer 2023. Updated office name

and the position title of the coordinator in the last paragraph. 2nd read and vote before forwarding recommendation to Academic Senate. (see attachment)

d. AP 5530: Student Rights and Grievances

Description: Update to the conflict resolution section related to resolving any issue with a faculty member. Part B now includes “department chair or faculty designee” as some programs do not have a department chair. Returned by Academic Senate for further discussion. Vote before forwarding recommendation to Academic Senate. (see attachment)

XI. Adjournment

Next Meeting: October 11, 2024

On September 13, 2022, California Governor Gavin Newsom signed California Assembly Bill 2449 (AB 2449) into law. This bill changes remote attendance rules under Ralph M. Brown Act’s open meeting laws. With an effective date of January 1, 2023, AB 2449 imposes four periods of differing rules on remote access to, and member attendance of, local agency public meetings under the Ralph M. Brown Act (Brown Act). Further, a state of emergency is no longer in effect and so governing bodies will now meet in person with the possibility of approved remote attendance. The public may observe the meeting remotely or in person and offer public comment. A link for remote viewing or calling in is noted on the agenda. Therefore, Academic Senate and its subcommittee meetings will be held in person with a Zoom link available. If you wish to attend a meeting and you have another disability requiring special accommodation(s), please notify the Academic Senate Administrative Assistant at 760-795-6873. The California Relay Service (CRS) is available by dialing 711, or 800-735-2929 or 800-735-2922 for English or 800-855-3000 for Spanish.

In compliance with Government Code section §54957.5, nonexempt writings that are distributed to a majority or all of the MiraCosta Community College District, Academic Senate and its subcommittees in advance of their meetings, may be viewed at the Office of the Academic Senate President, One Barnard Drive, Oceanside, California, or by clicking on the Academic Senate’s Committees website at <https://www.miracosta.edu/governance/academic-senate/committees.html>. Such writings will also be available at the meetings. In addition, if you would like a copy of any record related to an item on the agenda, please contact Debby Adler, Administrative Assistant to the Academic Senate President, at 760.795.6873 or by email at dadler@miracosta.edu.

Audio recordings of meetings may be available upon request. Please contact the MiraCosta College AS President’s Office 760-757-2121 x6213 or email Debby Adler, Administrative Assistant to the Academic Senate at dadler@miracosta.edu.

MiraCosta College
Academic Affairs Committee
Meeting Minutes

May 10, 2024
9:00 a.m. – 11:00 a.m.
OC 3515

- I. **Call to Order** – 9:04 a.m.
- II. **Remote Member Attendance:** Adrean Askerneese, Claudia Flores
- III. **Roll Call**
Members Present: Shafin Ali, Daniel Ante-Contreras, Darlene Burke, Julie Cord, Daria Davis, Lauren Greenwald, Tacey Hosley, Stacey Hull (Chair), Maria Lopez, John Makevich, Tyrone Nagai, Kris Peck, Denee Pescarmona.

Members Absent: Giana Carey, Sylvia Harrington, Cheryl Harris, Kathy Rodriguez, Tracy Williams.
- IV. **Public Comments** – None.
- V. **Changes/Additions to the Agenda** – None.
- VI. Approve Minutes of the regular meeting on April 12, 2024 – **[Ante-Contreras/Cord] MSP approval March 8, 2024 minutes.**
- VII. **Reports**
 - a. **Hiring** – Hiring workgroup presented the timeline and areas of consideration for the Fall 2024 hiring cycle. Decision was made to keep the same timeline as the Fall 2023 hiring cycle. Prompts in the areas of consideration were combined to streamline the process and modifications were made to align the prompt with current practices at the college.
 - b. **Calendar** – Hull mentioned the campus-wide calendar workgroup is now taking all the feedback from the town halls, meeting with various campus groups, student panel, survey results, ect and will make a recommendation to the college by the end of the academic year.
 - c. **Textbook Affordability** – Pescarmona mentioned that new grants are becoming available to transition courses to zero textbook costs. An instructional designer is currently being hired that will be dedicated to helping instructors curate zero textbook cost options. That position is being supported for 2-years from grant money.
 - d. **SURF Updates** – Pescarmona provided an update that clickable links are coming to SURF so that instructors will have the ability to post welcome letters.
 - e. **Updating Syllabus Checklist** – Workgroup presented updated checklist. Organization has been updated to group together items that are required, suggested, informational, and links.
 - f. **Redesigning the Student Experience** – None
 - g. **International Education Advisory Committee Update** – Leti Jacques, Anthony Ongyod, and Johnathon Forman joined AAC to provide an update on International Education.
- VIII. **New Business:**
 - a. **AP43XX: Student Travel Guidelines.** Nick Mortaloni joined AAC to highlight the new AP on student travel guidelines. A group met throughout 2023 to create student travel guidelines, which included representatives from all constituencies (classified professionals, faculty, administrators, students) with representation from Athletics, Title IX, Student Affairs (Student Conduct), Associated Student Government, Student Life & Leadership, Fiscal Services, Risk Management, Human Resources, and Student Equity.
 - b. **AP/BP 4300: Field Trips and Excursions.** Revision of procedures for out-of-state and international travel for field trips. Includes alignment with field trip form and new student travel guidelines AP, highlights financial support students can access, and removes of AB 1887 language on restricted travel due to repeal.
 - c. **AP4026: Philosophy and Criteria for International Education.** AP underwent a comprehensive review in Spring 2023 with CPC. AAC suggested minor modifications due to a reorganization that took place in summer 2023. Updated office name and the position title of the coordinator in the last paragraph.

IX. Old Business:

- a. Academic Calendar.** Reviewed final draft of the academic calendar for 25-26. Modifications included removal of instructional day after finals week in Spring 26, incorporation of Important Dates for last day to add classes, no W deadline, first census, and 75% withdrawal deadline, and fixing Important Dates for Spring final exams from May 18-23 to May 19-22. **[Hosley/Nagai] MSP Approve the changes made to 25-26 Academic Calendar.**
- b. AP/BP 4010 Academic Calendar.** Updates include a classified senate representative as a resource member of the taskforce and removed operating principle of Veteran's Day being observed on the federal holiday as our current practice includes asking veteran students for feedback on which of the pre-approved days from the Chancellor's office they prefer to observe the holiday. **[Burke/Ante-Contreras] MSP Approve the changes made to AP and BP 4010.**
- c. AP5530 Students Rights and Grievances.** Modification of the conflict resolution section related to resolving any issue with a faculty member. Part B will be updated to include "department chair or department faculty designee" as some programs do not have a department chair. **[Ali/Burke] MSP Approve the changes made to AP5530.**

X. Adjournment: 11:20 am

The purpose of these guidelines is to provide district employees and students with information about traveling with students for college-sponsored events and activities. These guidelines are applicable to all travel-related activities, including local, within the state of California, out-of-state, and international travel with students.

General Guidelines

- All overnight trips with students require at least one employee in a permanent position or faculty member to be present during the trip. All exceptions require approval from the department's Dean/Director, Associate Vice President, or Vice President.
- The responsible employees should have emergency contacts for all participants.
- All student travel requires a Field Trip Form (and/or Field Trip Form for Minors) to be completed and signed by students (and if applicable, their Parent/Legal Guardian) prior to travel.

Behavioral Expectations

- It is an expectation that all participants follow local laws and district policies during travel.
- Drugs, alcohol, and/or smoking are not permitted during the official itinerary of any MiraCosta-sponsored travel activity or event.
- The district reserves the right to end travel at any point for a student who is in violation of the student travel guidelines and/or behavioral expectations.

Lodging

- The district strongly prefers that students and employees stay in hotels during overnight travel. All exceptions (AirBnB, VRBO, etc.) require approval from the department's Dean (if applicable) and Vice President (or Associate Vice President).
- During overnight travel, the requirement is one student per bed.
- Employees and students should always sleep in separate rooms.
- All participants (employees and students) need to sleep in a room that locks.
- Employees may not room with other employees where there is a power and/or reporting dynamic. Examples can be found in AP 3430: Prohibition of Harassment and include, but are not limited to, supervisors and their employees.
- Overnight rooms are for MiraCosta-sponsored participants only and non-students may not stay overnight. Exceptions (e.g. parent/guardian of a minor student, aide for ADA Accommodations, etc.) may be considered in unique circumstances by the department's Dean, Associate Vice President, or Vice President.

- Students should participate in the process of roommate selection, and the district reserves the right to assign roommates when needed. Final decisions on room assignments are within the sole discretion of the district.
- Students may make requests for individual rooms due to health, medical, and cultural considerations.

Transportation

- When travel includes the use of a personal vehicle, rental car, or MiraCosta vehicle, drivers must be an approved driver with the district.
- Students should be picked up and dropped off at a district site. Exceptions may be considered in unique circumstances by the department's Dean, Associate Vice President, or Vice President. Any differences to pick-up and drop-off locations should be planned in advance. If there is a change during the trip, employees should document the circumstances and notify their supervisor and Risk Management.
- Students can choose to drive themselves in their personal vehicle; however, if they make this choice, they will not be reimbursed for mileage, parking, or other related expenses.
- Student employees may drive other participants in their personal vehicle if they are an approved driver with the district and they have received approval to drive to the event by the department's Dean.

Meals

- For overnight trips, the department may decide between paying for meals on a per diem basis (daily meal allowance) or based on the student field trip amount in AP 7400: Employee Travel. The option to use per diem rates applies to overnight trips only; one day field trips must use the student field trip amount.
- Whenever possible, it is strongly recommended that departments offer the meal per diem amount (daily meal allowance) for students during overnight trips.

The superintendent/president shall establish procedures that regulate the use of district funds for student travel and attendance at conferences and other activities that are performed as a class assignment or co-curricular activity.

Field trips are viewed as an extension of the classroom, and they must be approved in advance by the appropriate dean and/or superintendent/president and be supervised by district faculty or staff members.

The district may pay for expenses of students participating in a field trip or excursion with auxiliary, grant, or categorical program funds if the funds are used consistently with the funding source. The expenses of instructors, chaperones, and other personnel traveling with students may also be paid from district funds. Students and staff shall at all times adhere to the standards of conduct applicable to conduct on campus.

If a trip destination for a class field trip or a student organization activity is outside the state of California, the written approval for the trip must be obtained from the appropriate vice president and/or the superintendent/president. In addition, the director of risk management must be informed in writing. Detailed guidelines for field trips will be maintained in district administrative procedures. If a trip destination for a class field trip or a student organization activity is outside the country, written approval for the trip must be obtained from the appropriate vice president and the superintendent/president. All out of country travel must be board approved in advance of the travel start date.

~~Travel to restricted states (AB 1887) is not permitted with state categorical funds and other funds unless it meets allowable exceptions and is approved by the division vice president and superintendent/president. Although AB 1887 does not apply to the California Community Colleges, as explained by the California Attorney General's Restricted Travel List Memo, state categorical funding cannot be used for travel to states subject to California's ban on state-funded and state-sponsored travel. States that are currently subject to California's ban on state-funded and state-sponsored travel are listed on the California State Attorney General website. MiraCosta College is honoring the legislation by voluntarily imposing the travel restrictions and allowable exceptions described in AB 1887.~~

See Administrative Procedure 4300.

The district may conduct field trips and excursions for students in connection with courses of instruction or college-related social, educational, cultural, athletic or performing arts activities or competitions to and from places in California, or any other state, the District of Columbia, or a foreign country.

The district shall engage instructors, supervisors, and other personnel as may be necessary for such excursions or field trips who desire to contribute their services over and above the normal period for which they are employed by the district.

The district shall, at the discretion of the appropriate vice president, offer several alternatives to transport students, instructors, supervisors, or other personnel. ~~district~~ District vehicles are available on a first-come, first-served basis and limited to the seven-county region (counties of San Diego, Los Angeles, Orange, Imperial, Riverside, San Bernardino, and Kern) for day trips. Review Administrative Procedure 6530, District Vehicles, for overnight trips and trips outside of San Diego County. District vehicles must be authorized by the director of facilities for travel into Mexico or areas outside of the seven-county region. Mexican auto insurance requirements apply. Options for field trip transportation may also include contracts with professional transportation services-

When a district vehicle is used, the district shall maintain liability insurance. If travel is to and from an international destination, the liability insurance shall be secured from a carrier licensed to transact insurance business in that country.

The district may pay expenses of instructors, chaperones, and other personnel participating in a field trip or excursion. Payment shall be by way of itemized reimbursement in a form prescribed by the vice president of business and administrative services. The district may pay for expenses of students participating in a field trip or excursion with auxiliary, grant, or categorical-program funds, if the funds are used consistently with the funding source.

No student shall be prevented from making a field trip or excursion that is integral to the completion of the course because of lack of sufficient funds. The district shall coordinate efforts of community-service groups and / or the MiraCosta College Foundation to provide funds for students in need of them.

The following statement shall appear in the excursion liability release and agreement form:

MiraCosta Community College District

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Effective Date: 3/2/10, 12/1/15, 6/17/21
Periodic Review: 12/15
References: Education Code §35330(d)
Title 5, §55220
CCLC Update: #13, 8/07

Steering: AAC / AS/ADMIN

As a condition of my participation in these excursions, I understand that California Education Code §35330(d) provides that:

“All persons making the field trip or excursion shall be deemed to have waived all claims against the district, or the State of California for injury, accident, illness, or death occurring during or by reason of the field trip or excursion. All adults taking out-of-state field trips or excursions and all parents or guardians of pupils taking out-of-state field trips or excursions shall sign a statement waiving all claims.”

Students participating in international education experiences must be enrolled at MiraCosta College or a consortium-member institution. Students enrolling in study-abroad experiences must be over the age of 18 (unless they are emancipated minors). The district considers all international activities to be part of a learning experience and each participant to be an ambassador of MiraCosta College. Therefore, students, staff, and faculty participating in international education, including study abroad, educational excursions, or field study, must obey all civil and criminal laws of any country visited and must comply with the district's board policies and administrative procedures.

If a trip is local and takes place during a scheduled class meeting, the instructor will submit, two weeks prior to departure, a completed and signed excursion liability release and agreement form(s) to the appropriate dean with a copy of the syllabus for the course. The risk and safety manager shall be notified in writing a minimum of thirty (30) working days prior to the departure date for all travel outside California or the United States

Instructors must include pertinent information for planned field trips in the class syllabus. Students are responsible for making their own transportation arrangements to and from field trips unless district-sanctioned vehicles will be utilized. All field trips, unless utilizing district-owned vehicles, will begin and end at the ultimate destination. A field trip that does not take place during normal class time and/or does not use district-sanctioned transportation, regardless of location, must be included in the class syllabus ~~or~~ and it will be considered optional, and alternative assignments must be given to students who cannot participate.

If the trip requires transportation using district vehicles, the instructor must arrange for district-approved drivers and reserve a district vehicle. (See Administrative Procedure 6530, District Vehicles.)

If the trip destination is outside California ~~or involves travel to an international destination~~, prior written approval from the appropriate vice president and/or the superintendent/president is required. Plans for any trips outside the United States by the aforementioned parties must be submitted to the appropriate vice president for review and comment approval prior to confirmation of travel arrangements, including selection of agents, guides, flights, etc. The director of purchasing and material management shall also be consulted before entering into any contract that mentions and/or refers to the district. All international travel must be approved by the appropriate vice president, superintendent/president and the board of trustees in advance of the travel start date.

Commented [DP1]: Revise out of state—VP. Out of country board approval

Commented [DP2]: Revise to update for out of country travel.

Excursion liability release and agreement form B-169 and form B-169M (for minors) can be found online on the Student Activities webpage.

For overnight field trips, the district strongly recommends students complete the participant's voluntary general information sheet found under the above webpage. These forms are destroyed after each field trip as the district does not retain any student medical information unless an incident requiring temporary retention of the form is needed in a student accident insurance claim report. This completed form would be submitted to the director of risk management for claims processing.

~~Plans for any trips outside the United States by the aforementioned parties must be submitted to the appropriate vice president for review and comment prior to confirmation of travel arrangements, including selection of agents, guides, flights, etc. The director of purchasing and material management shall also be consulted before entering into any contract that mentions and/or refers to the district.~~

Students on College-authorized field trips will not be penalized for absences incurred in other classes during the field trips. When possible, faculty members should make reasonable accommodations to allow students to complete work missed during a field trip. Faculty may request documentation of the field trip from students.

Commented [DP3]: Revise to update for out of country travel.

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MiraCosta College supports international education to provide a comprehensive educational experience that empowers students to make reasoned decisions in both the international and domestic contexts through the use of critical analysis informed by a globalized perspective. The college offers a variety of international education programs that are designed to develop and enrich multicultural awareness, intercultural competence, and understanding of global issues and trends through curricula that encompass world cultures and perspectives and programs that encourage participation in international experiences.

MiraCosta College will strive to accomplish the following:

- A. Develop courses of study in as many fields as possible to increase students' understanding of global issues and cultural differences.
- B. Offer courses in languages other than English to train students to communicate effectively in international contexts and to enhance their understanding of other cultures.
- C. Provide opportunities for students to participate in study abroad programs and/or virtual international exchanges to enrich their academic training, perspectives, and personal development.
- D. Develop and provide opportunities for all MiraCosta College students and faculty to engage and interact with students abroad to share their views, perceptions, and experiences in life.
- E. Develop innovative public educational forums and venues to explore global issues and showcase world cultures.
- F. Recruit and retain qualified students and scholars from other countries to inspire an appreciation for differences among cultures and a deeper understanding of the values and perspectives of other people.
- G. Facilitate faculty exchange and collaborative partnership programs with institutions in other countries.
- H. Initiate collaborative research undertakings to address issues of global significance.

- I. Recruit and retain the world's best and brightest faculty to educate MiraCosta College students as globally competent citizens.
- J. Accomplish all the above stated goals adopting equity-minded practices that work toward the MiraCosta College commitment of closing the equity gap.

Study Abroad Program Requirements

The vice president of instructional services and vice president of student services must approve international education programs, experiences, and initiatives such as the following:

- A. Any agreements with groups of community colleges to offer international education courses and/or programs through study abroad consortia.
- B. Any full-time faculty member's assignment to teach a semester abroad.
- C. Any travel across international borders for educational programs.
- D. International excursions must comply with Board Policy/Administrative Procedure 4300, Field Trips and Excursions.

Additionally, the Board of Trustees must approve all international employee travel, per Board Policy 7400, Employee Travel.

Students participating in semester-length study abroad programs must have at least 12 credit hours of college coursework completed and must have earned a minimum cumulative GPA of 2.5 or higher (except in cases where a lower-GPA is part of an approved consortia agreement or partnership).

Travel and host country accommodations for study abroad programs will be provided through contracts with commercial vendors that meet standards of excellence and reputable service as determined by the college.

International Education

Courses developed or adapted specifically for international education must be approved by the Courses and Programs Committee and must be as rigorous as any offered on campus. In particular, the curriculum should foster and enhance international perspectives, increase fluency in foreign languages (when relevant), and promote understanding of the host culture. These courses must be approved in accordance with Education Code and Title 5 regulations and be taught by faculty members meeting the minimum qualifications for providing instruction.

Department colleagues may work together to investigate international education opportunities they may wish to pursue. Faculty members should discuss their plans with their department chair and secure support from their dean prior to presenting their proposal to the vice president of instructional services for consideration.

Students participating in international education experiences must be enrolled at MiraCosta College or at a consortium-member or partner institution. Students enrolling in study abroad experiences must be over the age of 18 (unless they are emancipated minors). The college considers all international activities to be part of a learning experience, and each participant to be an ambassador of MiraCosta College.

Therefore, students, staff, and faculty participating in international education, including study abroad, educational excursions, or field study, must obey all civil and criminal laws of any country visited and must comply with the district's board policies and administrative ~~procedures, procedures.~~

International Education Guidelines

~~The Institute for International Perspectives (IIP)~~ The International Office (IO) provides support for faculty and students interested in study abroad programs. The IO ~~IIP~~ and International Education Advisory Committee also maintains a list of procedures and guidelines that outlines how to design, promote, and operate a study abroad program approved by the district. Faculty members are encouraged to talk to the ~~IIP coordinator~~ Student Services Coordinator for study abroad and/or the International Education Advisory Committee about any questions concerning study abroad opportunities and requirements.

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The purpose of this procedure is to provide an efficient and equitable means of resolving student grievances. This procedure is available to any student who believes a decision or action by an instructor, college official, or by another student has adversely affected their status, rights, or privileges as a student.

Grievances related to course grades are addressed in Board Policy 4231: Grade Changes and Administrative Procedure 4231: Grade Changes.

For grievances related to sexual harassment, sexual assault, or discrimination (i.e. age, ancestry, citizenship status, color, physical disability, mental disability, ethnic group identification, sex, gender, gender identity, gender expression, genetic information, marital status, medical condition, national origin, parental status, race, religion, sexual orientation, or military and veteran status, or because they are perceived to have one or more of the foregoing characteristics), students should contact the Title IX Coordinator, Deputy Title IX Coordinators, and/or the MiraCosta College Police Department. Staff members in those areas will assist students with the correct processes for resolution. Complaint and investigation policies and procedures related harassment and discrimination (including sexual assault, sexual violence, dating violence, stalking and domestic violence) can be found in Board Policy 3433: Prohibition of Sexual Harassment under Title IX, Administrative Procedure 3433: Prohibition of Sexual Harassment under Title IX, Administrative Procedure 3434: Responding to Harassment under Title IX, and Administrative Procedure 3435: Discrimination and Harassment Complaints and Investigations.

This procedure does not apply to the following:

- A. Student conduct, which is covered under Administrative Procedure 5500: Standards of Student Conduct, and Administrative Procedure 5520: Student Conduct Procedures.
- B. Traffic tickets. Those complaints must be made to the local courts.
- C. Parking tickets. Those complaints must be made at the College Police Office.
- D. Grievances related to sexual harassment, sexual assault, or discrimination.

Definitions

- A. The college: This means MiraCosta Community College District.
- B. Grievance: A statement of a complaint about something believed to be wrong or unfair.

A student who has a concern or complaint should follow the conflict resolution process, which is described below. The Student Affairs department can assist a student with this process.

Conflict Resolution

To resolve any issues with a faculty member, the student should make a reasonable effort to follow the steps listed below:

- A. Contact the instructor in person, by email, or by telephone, unless there is a valid reason (student feels intimidated, instructor unavailable after several attempts, etc.) to omit this step.
- B. If the concern or complaint is not resolved satisfactorily by contacting the faculty member, contact the faculty member's department chair or faculty designee in person, by email, or by telephone. The department chair or faculty designee will determine if the student contacted the faculty and if applicable, explore their reasons not to do so.
- C. If the concern or complaint is still not resolved, contact the faculty member's dean in person, by email, or by telephone. The dean will determine if the student contacted the faculty and/or department chair and if applicable, explore their reasons not to do so.
- D. If the concern or complaint is still not resolved, contact the Dean of Student Affairs, the Director of Student Services at the San Elijo Campus, or the Director of Student Services at the Community Learning Center to explore other possible options to address the concern.

To resolve any issue with a staff member or administrator, the student should make a reasonable effort to follow the steps listed below:

- A. Contact the staff member or administrator with whom the student has the grievance in person, by email, or by telephone, unless there is a valid reason (student feels intimidated, staff member or administrator unavailable after several attempts, etc.) to omit this step.
- B. If the concern or complaint is not resolved satisfactorily, contact the appropriate supervisor in person, by email, or by telephone.
- C. If the concern or complaint is still not resolved, contact the appropriate dean or department head in person, by email, or by telephone.

- D. If the concern or complaint is still not resolved, contact the Dean of Student Affairs, the Director of Student Services at the San Elijo Campus, or the Director of Student Services at the Community Learning Center to explore other possible options to address the concern.

To resolve a conflict with another student, the student with the complaint should make a reasonable effort to follow the steps listed below:

- A. If appropriate, discuss the issue with the other student directly in person, by email, or by telephone unless there is a valid reason (student feels intimidated, other student unavailable after several attempts, etc.) to omit this step.
- B. Meet with the Dean of Student Affairs, the Director of Student Services at the San Elijo Campus, or the Director of Student Services at the Community Learning Center, or designee in person to explore other possible options to address the concern.