### Examples of Student Complaints and Resolutions

<table>
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<tr>
<th>Timeline</th>
<th>Type of Complaint</th>
<th>Complaint/Appeal Process Used/Departments Involved</th>
<th>Description</th>
<th>Resolution</th>
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| Date of Appeal: 10/5/12 Date of Resolution: 12/4/12 | Housing and Residence Life | Housing and Residence Life - Housing Appeal | The student wanted to give up her room for someone else to use. The student stated that she would live at home (Carrollton) and commute where she feels is a better environment for her studies. | **Denied**
**Explanation:** Student still holds a contract with Housing and Residence Life. |
| Date of Appeal: 8/20/12 Date of Resolution: 8/24/12 | Housing and Residence Life | Housing and Residence Life - Housing Appeal | Student submitted paperwork with a request to cancel the housing contract due to financial hardship.                                                                                                     | **Denied**
**Explanation:** Student still holds a contract with Housing and Residence Life. |
| Date of Appeal: 12/13/12 Date of Resolution: 12/15/12 | Registrar’s Office | Registrar’s Office - Disciplinary Action Appeal | Student incorrectly reported activity on timecard which was later corrected and then approved by the supervisor. The student appealed a suspension (two days) as a disciplinary action. | **Denied**
**Explanation:** Student appeal was denied and student served two days suspension from work. |
| Date of Appeal: 1/4/11 Date of Resolution: 1/6/11 | Registrar and Admissions | Registrar and Admissions - Tuition Appeal | Student requested an in-state tuition waiver due to being a dependent and parents living and working in the state of Georgia since 2006.                                                             | **Approved**
**Explanation:** Student was enrolled with in-state tuition. |
| Date of Appeal: 7/6/12 Date of Resolution: 7/9/12 | Financial Aid | Financial | Student requested to reinstate his financial aid. He explained that he fell behind in his classes because he had to take care of his girlfriend who had health issues. He thought that he would be able to improve his GPA. | **Denied**
**Explanation:** Student was not given financial aid since there were no extenuating circumstances. |
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| Date of Appeal: 10/23/12 | Date of Resolution: 10/31/12 | Financial Aid | Financial Aid | The student requested additional funding for two reasons: she owed a balance on her tuition account and had a hold on her account preventing her from registering for classes. | Approved 
Explanation: The hold was removed and tuition was covered. |
|--------------------------|-----------------------------|---------------|---------------|--------------------------------------------------------------------------------|--------------------------------------------------|
| Date of Appeal: 9/12/12  | Date of Resolution: 9/20/12 | Financial Aid | Financial Aid, President’s Office, VP of Finance, Legal Counsel, and Human Resources | Student had gone over the allotted amount for Pell and owed a balance for tuition. Student is an employee and did qualify for TAP. | Approved 
Explanation: Student tuition was covered by the TAP program. |
| Date of Appeal: 3/7/12  | Date of Resolution: 7/24/12 | Financial Aid | Financial Aid | The student requested extension of financial aid for his last semester even though he reached the maximum number of hours (120) that financial aid covers. | Approved 
Explanation: Student was granted an extension for financial aid to cover his last semester. |
| Date of Appeal: 6/25/2011 | Date of Resolution: 6/28/2011 | Distance & Distributed Ed Center (UWG Online) | Online student support issue - Distance & Distributed Ed Center (UWG Online) - UWG Ingram Library - Helpdesk ticket opened via email | The student was frustrated with CD navigation and considering dropping out of the program because of the technical issues. | Resolved 
Explanation: DDEC/ UWG Online helpdesk used desktop sharing to walk student through navigation process and helped student best configure their computer for ease-of-use. The UWG Ingram Library walked student through searching online databases. |
| Date of Appeal: 12/06/2010 | Date of Resolution: 3/3/2011 | Distance & Distributed Ed Center (UWG Online) | Online student services issue/ Student ID - Distance & Distributed Ed Center (UWG Online) and Auxiliary | The online student was upset that she was being required to travel to the Carrollton campus in order to get a UWG student ID. | Resolved 
Explanation: DDEC/ UWG Online's Director worked with the Wolves’ Card Office (Auxiliary Services) |
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<th>Date of Appeal: 1/13/2013</th>
<th>Date of Resolution: 4/10/2013</th>
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<tr>
<td><strong>Services - Helpdesk</strong></td>
<td><strong>Distance &amp; Distributed Ed Center (UWG Online)</strong></td>
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<tr>
<td><strong>ticket opened via email</strong></td>
<td><strong>Online student services issue/ Parking - Distance &amp; Distributed Ed Center (UWG Online) and Auxiliary Services - Helpdesk ticket opened via phone</strong></td>
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| **to implement a new and secure way for online students to get their Student ID cards via mail.** | **The online student was upset that he was unable to obtain a parking permit after normal business hours (the only time when this non-traditional student who lived far away could come to campus), in order to use the library without getting a parking citation.** | **Resolved**

**Explanation:** DDEC/ UWG Online's Director worked with the Associate Director of Auxiliary Services to articulate a temporary solution until such time when an online after-hours option may be implemented. Online students may call in at least 24 hours before their campus visit or email with their vehicle information, in order to avoid a citation. Alternately, any student may drop off an application and fee payment after-hours (in a provided drop-box) and have a parking pass mailed to them.