



## **Wesley College**

### **Student Affairs**

### **Help and Concerns Request**

#### **About Wesley College**

Wesley College is a small vibrant college comprised of a wonderful mixture of students representing a tapestry of cultures, ethnicities, religions, sexual orientations, personalities and views. As an institution, we value, embrace and promote the spirit of civility inside and outside of the classroom. We possess zero tolerance for discrimination, mistreatment, violence and/or abuse of any kind. Each member of the Wesley College community is responsible for helping to create an environment that is free of harassment, discrimination and violence. The College encourages all members of the College community to work and study in co-operative and collaborative ways, respecting the worth and dignity of every person.

If you feel you have been treated in an unacceptable manner or you need help in resolving an interpersonal conflict at the college, please review the following information.

#### **About the Help and Concern Process**

1. It is the desire of Wesley College to resolve any issues or concerns in a prompt and courteous manner. All cases should not exceed 30 business days.
2. It is the expectation of the College that most issues will be resolved informally by way of discussion between the student and the appropriate individual.
3. For help or concerns, Wesley College has established specific procedures. For example, issues regarding grades or withdrawals must be directed to Academic Affairs; issues regarding harassment/discrimination and sexual misconduct are subject to Title IX guidelines pursuant to such policies established by the College. Students will be expected to initiate their concerns or express their concerns in accordance with those specific policies. In any other case, students are invited to follow the general help and concerns procedure set out below. ([Title IX Link](#))

## Procedure for seeking Help and Concern from the College

1. In an effort to resolve informally, student will bring the issue to the appropriate staff member. The staff member may request that the student complete a Student Issue Form (available in the Student Affairs Office or at the bottom of this page.)
2. If no resolution at Step 1, the student may present the issue or concern in writing using Student Issues Form to the Dean of Student Affairs. The written submission must include details related to the Step 1 process (see **Student Issue Form below**). The Dean will initiate an individual or joint discussion with the student(s) and staff member(s) involved. The Dean will render a final decision and notify all parties concerned.

\*As a guideline, steps 1 and 2 should not normally exceed one month.

## About Another Student

From time to time, interpersonal difficulties and conflicts may arise between students.

If your concern involves a threat to personal safety, to yourself or others – report the matter directly to the police, campus security, or any administrator of the College.

**For all other concerns involving another student, the following steps are recommended:**

## Procedures for Concerns about another Student

1. As soon as possible after an issue or concern has arisen, attempt to discuss with the individual involved. Most conflicts are the results of a misunderstanding or miscommunication – find out if this is the case with your issue.
2. At any point during resolution process, seek confidential guidance and support from the professional staff in Student Affairs.
3. If informal attempts to resolve the interpersonal student conflicts are not successful and you feel your learning environment continues to be negative, please report the matter to the office of the Dean of Student Affairs, 302-736-4925, Room 120, College Center.

## Student Issue Forms

Student Issue Forms are available (in hard copy) in Student Affairs Office.

Student Issue Forms are also available online under Student Affairs.



## Help & Concerns Form

Students with issues or concerns are urged to contact the appropriate college personnel in order to receive assistance (see list on reverse). It is the desire of Wesley College to resolve any such issues in a prompt and courteous manner.

**\*\* As a first step, discuss or attempt to resolve with the student or staff/faculty member involved. \*\***

Your Name: \_\_\_\_\_ Student Number: \_\_\_\_\_

Email: \_\_\_\_\_ Major: \_\_\_\_\_ Term: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Best Time To Call: \_\_\_\_\_

**WHAT IS YOUR CONCERN OR ISSUE?** (Describe situation in clear, simple terms.)

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(Please add another sheet, if necessary).

### **BACKGROUND:**

When did this occur? Date and time.

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Where did this occur? Location i.e. room, building, city.

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Who was involved? Staff? Faculty? Students? Police? Security?

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Witness? Did anyone else see/hear what may have happened? Provide names and phone numbers if possible.

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### **Resolution Process:**

Have you discussed this issue with anyone? Staff? Faculty? Students? Other outside the College?

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**Resolution Suggested:**

Please provide options for consideration.

Other information and/or evidence:      Yes            No     

Please add additional important information not covered by other parts of this form on a separate sheet.

**Where to take your concern or issue:**

If you did not reach a resolution at the informal stage, direct your concern or issue as follows:

**Classroom or course related:**

- First Step:                      1. Talk to professor involved if issue is more general.  
If no resolution:                2. Department Chair

**Harassment and/or Discrimination**                      **Dawn Howard-Bailey Ext. 2306; Director of Human Resources**  
**Hostile Work Environment**                                      **(Title IX Coordinator)**

**Residence Life**    **Christopher Willis, Ext. 2458; Assistant Dean of Students**

**Housing/Room Change**    **Kenny Scharnick, Ext. 2586; Coordinator of Housing Operations**

**Campus Activities/Program Related**                              **Quameshia Callwood, Ext. 2567; Director of Campus Life**

**Health Concerns**    **Jigy Patel, Ext. 2521; Student Health Services Coordinator**

**Mental Health Related Concerns**                              **Melanie Grimes, Ext. 2445 Counseling Service Coordinator**

**Student Conduct/Title IX/  
Student Concerns**    **Latoya Anderson Ext. 2586; Student Conduct Coordinator/  
Title IX Administrator**

**Medical College Withdrawal**    **Mariah Payne Ext. 2739; Coordinator for Disability Support,  
(Title IX Coordinator)**

**Other or General issues**    As a starting point contact Student Affairs, CC 125 Ext. 2506

**By signing below, I acknowledge that the statements made herein have been truthful and to the best of my knowledge.**

**Your signature** \_\_\_\_\_    **Date** \_\_\_\_\_

**Resolution:**

\_\_\_\_\_  
\_\_\_\_\_

**Administrator – Print and sign name**

**Date**