UNC GILLINGS SCHOOL OF GLOBAL PUBLIC HEALTH

Addressing Student Concerns Guide

Type of Concerns	Issues	Who to Contact
Academic Issues or Concerns	Student who is experiencing distress about academic issues and/or needs support	• Follow these procedures or use the following resources: ○ The Learning Center or call 919-962-3782 ○ The Writing Center or call 919-962-7710 ○ The Graduate School or call 919- 966-2611
Academic Dishonesty	Potential violations of the Honor Code such as cheating, copying and plagiarism	• Office of Student Conduct or call 919-962-0805
Medical and/or Mental Health Emergencies	Student, faculty or staff who need immediate assistance or student whose conduct is markedly bizarre, disruptive or dangerous; makes verbal or physical threats to others or self; any threats of suicide	• Immediately call 911 Department of Public Safety • Notify the University Dean of Students Office or call 919- 966-4042 • Notify Gillings Student Affairs or call 919-966-2499
Concerns Involving a Faculty or Staff Member	Student who believes a faculty/staff member has been unprofessional or inappropriate manner	• Follow these procedures
Disability/Access	Student who needs support, accommodations and/or proper documentation of disabilities, concerns about academic performance for a student	• Accessibility Resources and Service or call 919-962-8300
Discrimination or Harassment	Student who believes that they have been discriminated against or harassed on the basis of one or more protected classifications	• Equal Opportunity and Compliance Office or call 919-966-3576
Distress or Other Concerns	Faculty or staff member is concerned about a students' well-being and/or academic performance	• Talk with the student. If you are not comfortable; consult with department chair or with • Gillings Student Affairs or call 919-966-2499
Emergency Funding	Student who needs financial assistance with unexpected emergency; including expenses related to accidents, illness, death of a family member, fire damage or need for temporary housing	• UNC Office of the Dean of Student – Student Emergency Fund or call 919- 966-4042 • Graduate and Professional Student Federations (GPSF) Emergency Funding
Faculty/Staff Assistance	Faculty or staff who may need help with stress and/or personal, medical and/or mental health-related issues	• Employee Assistance Program (EAP): 24 hours a day at 877-314-5841

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General Feedback About Gillings	Student who wishes to share information, suggestions or provide general Gillings feedback	• Submit questions and/or attend "Chat with the Deans" Event • Gillings Student Government • Gillings Student Suggestions and Feedback
Gillings Building/Safety	Student who wishes to report anything they see such as housekeeping, electrical, plumbing, and safety issues and also give feedback	• Gillings Facilities or call 919-843-7872
Grade Appeals	Student who wishes to appeal a course grade	• First, attempt to get clarification/insight from course instructor; then, talk with program director or department chair. A student may also consult the chair of the academic unit that offers the class. • Formal appeals for undergraduate students • Formal appeals for graduate students
Healthcare and Wellness	Student who needs healthcare services or wants to engage in wellness programs, services, and resources	• Campus Health Services call 919-966-0616 • Student Wellness or call 919-962-9533
LGBTQ	Students of all sexual orientations, gender identities and gender expressions who need support and resources	• UNC-CH LGBTQ Center or call 919-843-5376
Lost and Found	For items that a student has misplaced in the School	• Gillings Facilities 919-843-7872 • 204 Rosenau Hall
Mental Health	Student needs support for mental or emotional health; behavior that prevents them from conducting day to day activities	• Counseling and Psychology Services (CAPS) 919-966-3658 • University Dean of Students Office or call 919- 966-4042 • Gillings Student Affairs or call 919-966-2499 for referrals
Safety & Security	Crime alerts, crime prevention, parking & transportation, campus safety, CLERY reporting, CARE Escort Program, etc.	• Call at 911 or 919-962-6962 Department of Public Safety • Notify if needed Gillings Facilities or call 919-843-7872
Sexual Harassment	Sexual violence, harassment, domestic dating violence and stalking	• Gender Violence Coordinator or call 919-962-1343 • Student Complaint/Title IX Coordinator or call 919-843-3878
Substance Use Disorders	Student who is struggling with addiction	• UNC Carolina Recovery Program or call 919-962-9355
Veteran Affairs	Support for active duty, National Guardsmen, Reservists, veterans and others receiving US military benefits	• Office of the Dean of Students – Veterans Resources or call 919- 966-4042 • Office of the University Registrar or call 919- 962-3954