



## Addressing Student Concerns Guide

Type of Concerns	Issues	Who to Contact
<b>Academic Issues or Concerns</b>	Student who is experiencing distress about academic issues and/or needs support	<ul style="list-style-type: none"> <li>• <a href="#">Follow these procedures</a> or use the following resources:               <ul style="list-style-type: none"> <li>○ <a href="#">The Learning Center</a> or call 919-962-3782</li> <li>○ <a href="#">The Writing Center</a> or call 919-962-7710</li> <li>○ <a href="#">The Graduate School</a> or call 919- 966-2611</li> </ul> </li> </ul>
<b>Academic Dishonesty</b>	Potential violations of the Honor Code such as cheating, copying and plagiarism	<ul style="list-style-type: none"> <li>• <a href="#">Office of Student Conduct</a> or call 919-962-0805</li> </ul>
<b>Medical and/or Mental Health Emergencies</b>	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	<ul style="list-style-type: none"> <li>• Immediately call 911 <a href="#">Department of Public Safety</a></li> <li>• Notify the <a href="#">University Dean of Students Office</a> or call 919- 966-4042</li> <li>• Notify <a href="#">Gillings Student Affairs</a> or call 919-966-2499</li> </ul>
<b>Concerns Involving a Faculty or Staff Member</b>	Student who believes a faculty/staff member has been unprofessional or inappropriate manner	<ul style="list-style-type: none"> <li>• <a href="#">Follow these procedures</a></li> </ul>
<b>Disability/Access</b>	Student who needs support, accommodations and/or proper documentation of disabilities, concerns about academic performance for a student	<ul style="list-style-type: none"> <li>• <a href="#">Accessibility Resources and Service</a> or call 919-962-8300</li> </ul>
<b>Discrimination or Harassment</b>	Student who believes that they have been discriminated against or harassed on the basis of one or more protected classifications	<ul style="list-style-type: none"> <li>• <a href="#">Equal Opportunity and Compliance Office</a> or call 919-966-3576</li> </ul>
<b>Distress or Other Concerns</b>	Faculty or staff member is concerned about a students' well-being and/or academic performance	<ul style="list-style-type: none"> <li>• Talk with the student. If you are not comfortable; consult with department chair or with</li> <li>• <a href="#">Gillings Student Affairs</a> or call 919-966-2499</li> </ul>
<b>Emergency Funding</b>	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	<ul style="list-style-type: none"> <li>• <a href="#">UNC Office of the Dean of Student – Student Emergency Fund</a> or call 919- 966-4042</li> <li>• <a href="#">Graduate and Professional Student Federations (GPSF) Emergency Funding</a></li> </ul>
<b>Faculty/Staff Assistance</b>	Faculty or staff who may need help with stress and/or personal, medical and/or mental health-related issues	<ul style="list-style-type: none"> <li>• <a href="#">Employee Assistance Program (EAP)</a>: 24 hours a day at 877-314-5841</li> </ul>
<b>General Feedback About Gillings</b>	Student who wishes to share information, suggestions or provide general Gillings feedback	<ul style="list-style-type: none"> <li>• Submit questions and/or attend “Chat with the Deans” Event</li> <li>• <a href="#">Gillings Student Government</a></li> <li>• <a href="#">Gillings Student Suggestions and Feedback</a></li> </ul>

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<b>Gillings Building/Safety</b>	Student who wishes to report anything they see such as housekeeping, electrical, plumbing, and safety issues and also give feedback	<ul style="list-style-type: none"> <li>• <a href="#">Gillings Facilities</a> or call 919-843-8101</li> </ul>
<b>Grade Appeals</b>	Student who wishes to appeal a course grade	<ul style="list-style-type: none"> <li>• 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.</li> <li>• <a href="#">Formal appeals for undergraduate students</a></li> <li>• <a href="#">Formal appeals for graduate students</a></li> </ul>
<b>Healthcare and Wellness</b>	Student who needs healthcare services or wants to engage in wellness programs, services, and resources	<ul style="list-style-type: none"> <li>• <a href="#">Campus Health Services</a> call 919-966-9176</li> <li>• <a href="#">Student Wellness</a> or call 919-962-9355</li> </ul>
<b>LGBTQ</b>	Students of all sexual orientations, gender identities and gender expressions who need support and resources	<ul style="list-style-type: none"> <li>• <a href="#">UNC-CH LGBTQ Center</a> or call 919-843-5376</li> </ul>
<b>Lost and Found</b>	For items that a student has misplaced in the School	<ul style="list-style-type: none"> <li>• <a href="#">Gillings Facilities</a> 919-843-8101</li> <li>• 204 Rosenau Hall</li> </ul>
<b>Mental Health</b>	Student needs support for mental or emotional health; behavior that prevents them from conducting day to day activities	<ul style="list-style-type: none"> <li>• <a href="#">Counseling and Psychology Services (CAPS)</a> 919-966-3658</li> <li>• <a href="#">University Dean of Students Office</a> or call 919- 966-4042</li> <li>• <a href="#">Gillings Student Affairs</a> or call 919-966-2499 for referrals</li> </ul>
<b>Safety &amp; Security</b>	Crime alerts, crime prevention, parking & transportation, campus safety, CLERY reporting, CARE Escort Program, etc.	<ul style="list-style-type: none"> <li>• Call at 911 or 919-962-6962 <a href="#">Department of Public Safety</a></li> <li>• Notify if needed <a href="#">Gillings Facilities</a> or call 919-843-8101</li> </ul>
<b>Sexual Harassment</b>	Sexual violence, harassment, domestic dating violence and stalking	<ul style="list-style-type: none"> <li>• <a href="#">Gender Violence Coordinator</a> or call 919-962-1343</li> <li>• <a href="#">Student Complaint/Title IX Coordinator</a> or call 919-843-3878</li> </ul>
<b>Substance Use Disorders</b>	Student who is struggling with addiction	<ul style="list-style-type: none"> <li>• <a href="#">UNC Carolina Recovery Program</a> or call 919-962-9355</li> </ul>
<b>Veteran Affairs</b>	Support for active duty, National Guardsmen, Reservists, veterans and others receiving US military benefits	<ul style="list-style-type: none"> <li>• <a href="#">Office of the Dean of Students – Veterans Resources</a> or call 919- 966-4042</li> <li>• <a href="#">Office of the University Registrar</a> or call 919- 962-3954</li> </ul>