## Addressing Student Concerns Guide

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<tr>
<th>Type of Concerns</th>
<th>Issues</th>
<th>Who to Contact</th>
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| **Academic Issues or Concerns**  | Student who is experiencing distress about academic issues and/or needs support | • Follow these procedures or use the following resources:  
  o The Learning Center or call 919-962-3782  
  o The Writing Center or call 919-962-7710  
  o 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                                                                                         |
| **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                                   |
| **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                                                                 |
|                                  |                                                                        |                                                                                                    |
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<th><strong>Gillings Building/Safety</strong></th>
<th>Student who wishes to report anything they see such as housekeeping, electrical, plumbing, and safety issues and also give feedback</th>
<th>• Gillings Facilities or call 919-843-8101</th>
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| **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 919-966-9176  
• Student Wellness or call 919-962-9355 |
| **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 919-843-8101  
• 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 919-843-8101 |
| **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 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 |