

## Procedures for Addressing Student Concerns

*We hope your time at Carolina is uniformly positive, but if you have concerns at any time, below are some tips for getting them resolved.*

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### Academic Concerns Complaints and Grievances

The UNC Gillings School of Global Public Health (SPH) is committed both to taking appropriate actions to optimize every student's experience at the SPH and also to respond to students' concerns about academic issues. We are committed to address issues in a fair, timely and professional manner. We know it will not be possible in some cases, but to help us achieve the best outcome, we ask students to follow the 6 steps below whenever possible:

- **Step 1: Contact your instructor or the individual with whom you have a concern.** Most concerns can be resolved through discussion between the person(s) involved. If you are uncomfortable interacting directly with the person(s), or if the concern is not resolved satisfactorily, proceed to step 2.
- **Step 2: Discuss the matter with your department's director of graduate studies (DGS) or department designee.** If you have consulted with the DGS or designee and still believe the matter has not been dealt with satisfactorily or equitably, proceed to step 3. [Visit this link for a contact list.](#)
- **Step 3: Discuss the matter with your department chair.** If you believe the matter has not been dealt with satisfactorily or equitably, you can proceed to step 4.
- **Step 4: Schedule a meeting with Charletta Sims Evans,** the SPH Assistant Dean for Student Affairs ([simsevan@email.unc.edu](mailto:simsevan@email.unc.edu); 919-966-2499). Mrs. Sims Evans also will meet with you earlier in the process if for any reason you are not comfortable interacting with the DGS or department chair.
- **Step 5: Schedule a meeting with Dr. Anna Maria Siega-Riz,** SPH Associate Dean of Academic Affairs ([am\\_siegariz@unc.edu](mailto:am_siegariz@unc.edu); 919-962-8410), if you need further consultation.
- **Step 6:** If the issue is still not resolved and you are a **graduate** student; **schedule a meeting with Leslie Lerea,** the associate dean for student affairs in The Graduate School ([lerea@unc.edu](mailto:lerea@unc.edu); 919- 962-6329). **Undergraduate** students should contact the Office of Dean of Students if still seeking resolution. <http://deanofstudents.unc.edu>.

## Non-academic Concerns

If you are having non-academic problems (e.g., personal issues) or if you need guidance about a particular situation, please contact the [student services manager in your department](#); you may also schedule an appointment with the SPH Assistant Dean for Student Affairs at any time.

We welcome your feedback for any concerns you may have.

- **Student Suggestions and Feedback:** The School is dedicated to continuous quality improvement. To that end, the SPH Office of Student Affairs (OSA) has established a venue for [SPH Student Suggestions and Feedback link](#). Whether anonymously or not, we want your input....the good, the bad and everything in between. SPH students may submit their feedback about any aspect of the School on this link.
- **Chat with the Deans:** A couple times each semester, Dean Rimer, Associate Dean Siega-Riz, and Assistant Dean Sims Evans meet with students for about an hour in the lower Atrium to respond to questions raised by the students in attendance. All public health students are welcome to join these sessions and can suggest any topic of interest. Feel free to drop in and stay as long as you like.

## Formal Grievances

The [University's Policy on Prohibited Harassment and Discrimination](#) prohibits discrimination or harassment on the basis of an individual's race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression. Appendix B of this Policy provides specific information for students who believe that they have been discriminated against or harassed on the basis of one or more of these protected classifications.

*Students who want additional information regarding the University's processes for investigating allegations of discrimination or harassment should contact the Equal Opportunity/ADA Office:*

UNC Chapel Hill Equal Opportunity/ADA Office 100 E. Franklin Street, Unit 110, Campus Box 9160, Chapel Hill, North Carolina 27599  
Telephone: (919) 966-3576 Fax: (919) 962-2562 Email: [equalopportunity@unc.edu](mailto:equalopportunity@unc.edu)

Any administrator or supervisor, including department chairs and associate/assistant deans, who receives a student's complaint about prohibited harassment or discrimination must notify the Equal Opportunity/ADA Office within five (5) calendar days of receiving the complaint.

If a student raises a claim of prohibited harassment or discrimination during an academic appeal, an investigation of the student's claim must be performed under the direction of the

Equal Opportunity/ADA Office. The School or department must await the results of the harassment or discrimination investigation before deciding the student's academic appeal.

**Other types of formal grievances:**

- American Disabilities Act <http://equalopportunity-ada.unc.edu/index.htm>
- Grade Appeals <http://handbook.unc.edu/grading.html>
- Sexual Harassment <http://deanofstudents.unc.edu/index.php/policies.html>

**At any time, you may seek advice/counsel from the following University resources:**

- Accessibility Resources and Service <http://accessibility.unc.edu>
- Campus Health Services <http://campushealth.unc.edu>
- Graduate School <http://gradschool.unc.edu>
- Office of Diversity and Multicultural Affairs <http://www.unc.edu/diversity>
- Office of Dean of Students <http://deanofstudents.unc.edu>
- Office of University Counsel <http://www.unc.edu/depts/legal>
- University Ombuds Office <http://www.ombuds.unc.edu>