



Addressing Student Concerns Guide

| Type of Concerns | Issues | Who to Contact |
|-------------------------------------|---|--|
| Academic Enrichment | Student who is experiencing academic issues and/or needs support | <ul style="list-style-type: none"> • The Learning Center or call 919-962-3782 • The Writing Center or call 919-962-7710 • The Graduate School or call 919- 966-2611 • Graduate School Professional Development or call 919-962-2505 |
| Academic Dishonesty | Potential violations of the Honor Code such as cheating, copying and plagiarism | <ul style="list-style-type: none"> • Office of Student Conduct or call 919-962-0805 |
| Disability/Access | Student who needs support, accommodations and/or proper documentation of disabilities, concerns about academic performance for a student | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Equal Opportunity and Compliance Office or call 919-966-3576 |
| 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 | <ul style="list-style-type: none"> • UNC Office of the Dean of Student – Student Emergency Fund or call 919- 966-4042 • Graduate and Professional Student Federations (GPSF) Emergency Funding • SPH Student Emergency Fund • Covid-19 Emergency Funding • Emergency Loan • Cashiers Office Emergency Loan |
| Food Pantry | Student who may be experiencing food insecurity can find an on-campus food pantry that provides food at no cost to students who are facing food insecurity, as well as a comprehensive list of pantry resources throughout the Chapel Hill, Carrboro, and Durham area | <ul style="list-style-type: none"> • CJ’s Cupboard/Food Pantry for SPH Students – 2306 McGavran-Greenberg • Carolina Cupboard Community Food Pantry or e-mail carolinacupboard@gmail.com • FoodPantries.org: A comprehensive list of pantries in Chapel, Hill, Carrboro, and Durham areas |
| Gillings Building/Safety | Student who wishes to report anything they see such as housekeeping, electrical, | <ul style="list-style-type: none"> • Gillings Facilities or call 919-843-8101 |

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plumbing, and safety issues and also give feedback

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| Grade Appeals | Student who wishes to appeal a course grade | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Campus Health Services call 919-966-9176 • Culture of Health • Student Wellness or call 919-962-9355 |
| Inclusive Excellence | Jeffrey Simms is interim associate dean for Inclusive Excellence at the UNC Gillings School of Global Public Health. Mr. Simms leads development and implementation of initiatives and strategies to enhance access, diversity, cultural competence and inclusiveness | <ul style="list-style-type: none"> • To read more on Inclusive Excellence, visit: Inclusive Excellence online. • Jeffrey Simms, Interim Associate Dean for Inclusive Excellence and Director of Student Life and Alumni Relations in the Department of Health Policy and Management |
| LGBTQ | Students of all sexual orientations, gender identities and gender expressions who need support and resources | <ul style="list-style-type: none"> • UNC-CH LGBTQ Center or call 919-843-5376 |
| Lost and Found | For items that a student has misplaced in the School | <ul style="list-style-type: none"> • Gillings Facilities 919-843-8101 • 204 Rosenau Hall |
| 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 | <ul style="list-style-type: none"> • 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 • Counseling and Psychological Services (CAPS) or call 919-966-3658 |

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| Ombuds Office | Helps faculty, staff, students and administrators solve workplace problems, and gives generic feedback on matters of general concern | <ul style="list-style-type: none"> • The University Ombuds Office or call 919-843-3204 |
| Parents and Family Resources | Resources for parents or family members | <ul style="list-style-type: none"> • Carolina Women’s Center • Office of the Dean of Students • Student Parents |
| Personal Concerns | Student who is experiencing personal issues and/or needs support | <ul style="list-style-type: none"> • Academic Coordinator or call 919-966-2499 • Counseling and Psychological Services (CAPS) or call 919-966-3658 • Gillings Student Affairs or call 919-966-2499 |
| Safety & Security | Crime alerts, crime prevention, parking & transportation, campus safety, CLERY reporting, CARE Escort Program, etc. | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Gender Violence Coordinator or call 919-962-1343 • Student Complaint/Title IX Coordinator or call 919-843-3878 |
| Student Feedback | The leadership at the UNC Gillings School of Global Public Health welcomes your questions, comments, ideas and suggestions about our website and/or our School | <ul style="list-style-type: none"> • Student Feedback and Equity Concerns |
| Substance Use Disorders | Student who is struggling with addiction | <ul style="list-style-type: none"> • UNC Carolina Recovery Program or call 919-962-9355 |



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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