

## 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>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>Food Pantry</b>	An on-campus food pantry that provides food at no cost to students who are facing food insecurity	<ul style="list-style-type: none"> <li>• <a href="#">Carolina Cupboard Community Food Pantry</a> or e-mail <a href="mailto:carolinacupboard@gmail.com">carolinacupboard@gmail.com</a></li> </ul>
<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>

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<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="#">Culture of Health</a></li> <li>• <a href="#">Student Wellness</a> or call 919-962-9355</li> </ul>
<b>Inclusive Excellence</b>	Dr. Kauline Cipriani, assistant dean for inclusive excellence at the UNC Gillings School of Global Public Health, leads the development and implementation of initiatives and strategies to enhance access, diversity, cultural competence and inclusiveness	<ul style="list-style-type: none"> <li>• <a href="#">Kauline Cipriani, PhD</a></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>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>Ombuds Office</b>	Helps faculty, staff, students and administrators solve workplace problems, and gives generic feedback on matters of general concern	<ul style="list-style-type: none"> <li>• <a href="#">The University Ombuds Office</a> or call 919-843-3204</li> </ul>

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<b>Parents and Family Resources</b>	Resources for parents or family members	<ul style="list-style-type: none"> <li>• <a href="#">Carolina Women’s Center</a></li> <li>• <a href="#">Office of the Dean of Students</a></li> <li>• <a href="#">Student Parents</a></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>Student Feedback</b>	The <a href="#">leadership</a> 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"> <li>• <a href="#">Questions, Comments and Feedback</a></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>