



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 • Who is my Academic Coordinator or call 919-966-2499
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 – 2210 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



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Gillings Building/Safety	Student who wishes to report anything they see such as housekeeping, electrical, plumbing, and safety issues and give feedback	<ul style="list-style-type: none"> • Gillings Facilities or call 919-843-8101
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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 • Wellness Coaching • Heels Care Network
Inclusive Excellence	Dr. Kim Ramsey-White is associate dean for Inclusive Excellence at the UNC Gillings School of Global Public Health. Dr. Ramsey-White 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. • Dr. Kim Ramsey-White, Associate Dean for Inclusive Excellence email whitek22@unc.edu
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



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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