

Student Academic Complaints Process – Residential MPH

1. Please attempt to resolve your issue with individuals closest to the concern (individuals at the beginning of the list, numbers 1 and 2) before moving to next supervisory individuals on the list.
 - a. If you find that your concern is not resolved after contacting individuals at the beginning of the list, you may proceed down the list and include individuals in a more supervisory role. Students who include multiple senior level individuals on their initial correspondence will be encouraged to first attempt to resolve the issue directly with their instructor or faculty/staff closest to the issue.
2. Please include your PID, concentration and other logistical information on any written correspondence.
3. If students have not received a response within about 3 business days, please feel free to follow up.
4. If your concern involves one of the individuals on the list, **your academic coordinator** will be helpful in advising an appropriate person to address your concern.

For situations involving any **MPH core** course-specific curricular concerns:

(Ex: Course(s), Exams, Grading, Classroom Management, Classroom Instruction)

1. Instructor/TA or the person(s) with whom you perceive a concern
2. Course Lead, if the instructor is not the course lead
3. MPH Core Course Coordinator – Dr. Karin Yeatts, kyeatts@unc.edu
4. Assistant Dean of Master's Degrees – Dr. Dana Rice, danarice@unc.edu
5. Senior Associate Dean of Academic Affairs – Dr. Laura Linnan, linnan@unc.edu

For general situations involving **concentration** course-specific curricular concerns:

(Ex: Course(s), Exams, Grading, Classroom Management, Classroom Instruction)

1. Instructor/TA or the Person(s) with whom you perceive a concern
2. Course Lead, if Instructor is not the course lead
3. Concentration Lead
4. Department Chair
5. Assistant Dean of Master's Degrees – Dr. Dana Rice, danarice@unc.edu
6. Senior Associate Dean of Academic Affairs – Dr. Laura Linnan, linnan@unc.edu

For situations involving a **personalized concern** that impacts a student's participation in the course or the MPH program:

Administrative Process Issue: (Ex: Paperwork, Transfer Credits, Incompletes, etc.)

1. Academic Coordinator and/or Faculty Mentor
2. Residential MPH Program Coordinator – Cassie Nakamoto, cnaka@unc.edu
3. Director, MPH Program – Karla Townley-Tilson, kttilson@unc.edu
4. Assistant Dean of Master's Degrees – Dr. Dana Rice, danarice@unc.edu
5. Senior Associate Dean of Academic Affairs – Dr. Laura Linnan, linnan@unc.edu

Personal Issue: (Ex: Student Conflict Resolution, Academic Advising, Faculty Mentoring, Bias Incidents (will add Associate Dean for Inclusive Excellence related issues))

1. Academic Coordinator and/or Faculty Mentor
2. Senior Executive Director of Academic Advising and Student Affairs – Greg Bocchino, bocchino@unc.edu
3. Associate Dean of Student Affairs – Charletta Sims Evans, simsevans@unc.edu
4. Associate Dean for Inclusive Excellence – Kim Ramsey-White, whitek22@unc.edu

Not sure who your Academic Coordinator or Concentration Lead is? They can be found here at these links: [Academic Coordinator List](#); [MPH Concentration Leads List](#)

If you have feedback you'd like to share, and have already tried to above channels, and/or have significant concerns about a bias-related event you need to share confidentially, please complete this form: [Student Feedback and Equity Concerns Form](#)

Updated 8/8/2023