

# LSSC RESOLUTION OF STUDENT COMPLAINTS/ GRIEVANCES CHART

Issue	First Response	Next Level	Next Level
Admissions	Director, Enrollment Service Center	Associate Vice President Enrollment Services	Vice President Enrollment & Student Affairs
Advising	Student's Assigned Academic Advisor	Executive Director, Academic Advising	Vice President Enrollment & Student Affairs
Bookstore	Manager Bookstore	Associate Controller	Vice President Finance and CFO
Counseling	Student's Assigned Academic Advisor	Dean of Students	Vice President Enrollment & Student Affairs
Accessibility/ Disability Services	Student Accessibility Services Program Coordinator	Director, Student Accessibility Services	Dean Library and Learning Services
Discrimination/ Equity	Dean of Students	Executive Director Human Resources	N/A
Testing	Manager, Testing Services	Dean Library & Learning Services	Vice President Academic Affairs
Faculty Concerns	Instructor	Program Manager or Dean of Discipline Area	Vice President Academic Affairs
Nursing Faculty Concerns	Instructor	Dean Allied Health	Vice President Academic Affairs
Financial Aid	Associate Director Financial Aid	Director Financial Aid	Associate Vice President Enrollment Services
Florida Residency	Director, Enrollment Service Center	Associate Vice President Enrollment Services	Vice President Enrollment & Student Affairs
Grades	Instructor	Program Manager or Dean of Discipline Area	Vice President Academic Affairs
Graduation	Assistant Registrar	Registrar	Vice President Enrollment & Student Affairs
Learning Center	Manager Center for Teaching & Learning	Dean Library and Learning Services	Vice President Academic Affairs
Library	Associate Dean Library & Learning Services	Dean Library and Learning Services	Vice President Academic Affairs
Math Emporium	Coordinator of the Math Emporium	Dean of Math	Vice President Academic Affairs

Orientation	Student's Assigned Academic Advisor	Director of Academic Advising	Vice President Enrollment & Student Affairs
Parking	Executive Director Campus Safety & Security	Vice President Facilities Planning & Operations	N/A
Records	Assistant Registrar	Registrar	Associate Vice President Enrollment Services
Registration	Assistant Registrar	Registrar	Associate Vice President Enrollment Services
Security	Campus Security Supervisor	Executive Director Campus Safety & Security	Vice President Facilities Planning & Operations
Starfish	Instructor	Student's Assigned Academic Advisor	Executive Director, Academic Advising
Student Accounts	Student Accounts Specialist	Associate Controller	Vice President of Finance and CFO
Student Activities, Student Life, Clubs & Organizations	Director Student Life (SL), Director Student Life (LE & SU)	Dean of Students	Vice President Enrollment & Student Affairs
Student Conduct	Dean of Students	Vice President Enrollment & Student Affairs	N/A
Transcripts/ Records	Assistant Registrar	Registrar	Associate Vice President Enrollment Services