



The Student Grievance Process



Honoring Student Voices



What's the problem?

(it scores low on the IMPACT GRID, but has a lot of potential)

Innovative = 1



Measurable = 1



Purposeful = 0



Anti-Racist = 1



Caring = 1



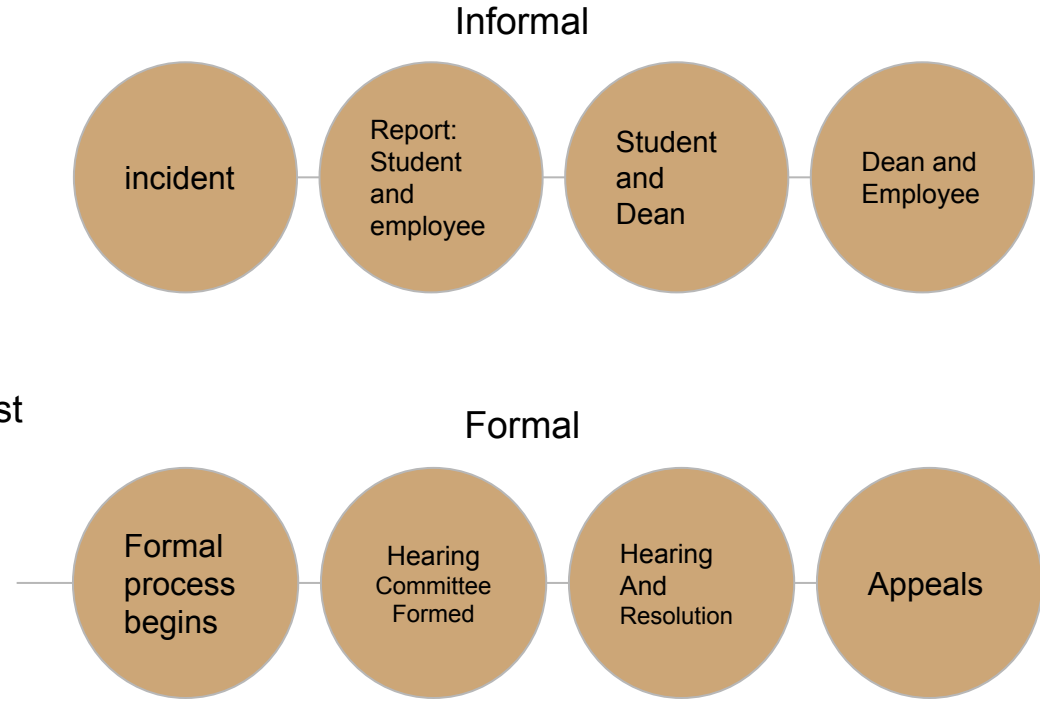
In its *current state*, the process is geared toward protecting the institution, not the student. The language used and the lack of transparency seem to discourage reporting and put the onus on the student for most of the process. However, the potential to increase the student voice on campus and create an incentive structure that promotes equity is there.

What's the problem?

The process is considered “informal” until a resolution is not reached by student-teacher, dean-student, dean-teacher: no records are kept

“The student is entitled to have an advocate (other than legal counsel)” e.g. ASO reps. Most of the onus is on the student in this stage. Informal resolutions may be sought by grievance officers. Now, records are kept

Then, the process becomes “official” and a grievance committee is formed. The onus is more on the institution in this stage



The process itself takes some time, and many of the required fields include information a student may not know or may not understand the context for (e.g. “Your Division” or “Employee ID#”)

El Camino College
Incident Report & Referral Form

If this is an emergency or life-threatening situation, please dial 911 or contact El Camino College Police at (916) 660-3100.

This form is only intended for non-urgent concerns. Your report will be reviewed the following business day and our team will work to coordinate a response within 2-5 business days.

INSTRUCTIONS: Use this form to report and/or refer concerns within the El Camino College (ECC) community. You may use this form to refer El Camino students to follow up on issues including, but not limited, to the following:

1. Need for support resources (i.e. mental health resources, sexual assault support services, food or housing insecurity, etc.)
2. Unusual or concerning behavior (i.e. suicidal ideation, extreme changes in mood or class participation, threats, class disruptions, etc.)
3. Potential violations of the [Standards of Student Conduct](http://www.elcamino.edu/administration/board/2015-16/policies/AP_5500_Student_Conduct.pdf) (http://www.elcamino.edu/administration/board/2015-16/policies/AP_5500_Student_Conduct.pdf) or any other Board Policy or Administrative Policy
4. Student grievances/complaints against an employee, a college decision, or an action (in the classroom or outside the classroom) that violates and/or adversely affects a student's status, rights, or privileges per Administrative Policy 5530

Concerns reported through this form may be directed to the appropriate ECC office such as Student Health Services, Assessment, Intervention and Management of Safety (AIMS) team, Student Development Office, Office of Title IX, Diversity, and Inclusion and/or other relevant offices.

We recommend you use Google Chrome or Mozilla Firefox when completing this form. For assistance with this form, contact the ECC Student Development Office at sdoffice@elcamino.edu or call 916-660-3593 ext. 3500.

For other concerns (including those regarding El Camino employees), please use the following forms:

For complaints of employment Discrimination or Harassment based on a protected status, please use this form (https://um.westnet.com/reportform.php?DCaminoCollege&layout_id=9).

Your Email Address

Choose the type of report (Required):
Please Choose...

Your Division (e.g. Math) (Required)

Date of Incident (Required)

Incident ID (Required)

Time of Incident

Location of Incident (Required)

Solution location of incident

Learn more

Room # or Course Name/Number

Personal Involved

Name

Select Title

Student/Employee ID Number (Required)

Were campus Police involved or contacted? (Required)
 Yes
 No

YOUR RECOMMENDED ACTIONS (Your suggestions will be considered in the response efforts of the relevant campus office)

Supporting Documentation
Photos, video, email, and other supporting documents may be attached below. (50MB maximum total size). Attachments require time to upload, so please be patient after submitting this form.
Choose file to upload | Choose File

Division
Select your division to be copied on this report. Note that ECC = El Camino College

- ECC - Behavioral and Social Sciences
- ECC - Business
- ECC - Counseling
- ECC - Community Advancement
- ECC - Employers Services
- ECC - Fine Arts
- ECC - Health Sciences & Athletics
- ECC Humanities
- ECC - Industry & Technology
- ECC - Library Learning Resources
- ECC - Mathematics
- ECC - Natural Sciences
- ECC - Student Support Services

Email me a copy of this report

Submit report

But before this, students need to know the process exists and how to find it...

What did we learn?

How long it takes for students to find the process online;

Transfer-level English Class:

avg. 2 ½ minutes

ASO Senators:

avg. 1 ½ minutes



This doesn't seem that bad, but studies show that users look for information on a website for an average of 15 seconds before giving up (Haile).

What did we learn?

Here's what our students commented on after searching for the form online:

ASO Senators

- 1 out of 8 participants have heard of the student grievance process
- Language is confusing and misleading for students
- Students mentioned that there's no language about support for students going through the process

Veterans

- Only 1 student found the process on the website

English 1AS students

- "i didn't know we could file complaints"
- "I feel like the process was too hard to find and i'm not sure that i'm confident that it would be addressed"
- "it would've been better if they made the page stick out more for the students who have trouble finding it it looks easy to file a complaint"

What did we learn?

After discussing some of these issues with our colleagues across campus, we learned that:

- The language in the form is often governed by legal concerns, i.e. it needs to be somewhat legalistic to be enforceable
- Records incomplete/non-existent (as of Fall 2021)
- %s and other data are difficult to disaggregate and share (as of Fall 2021)
- It's hard to get data in a timely manner - or at all (as of Fall 2021)
- Only 20 formal grievances were lodged for the 2020-21 academic year
- Only formal disciplinary reports are kept

What do we recommend?

1. **Clarify policy**, process, and uses:

- Make it easier for students to find and understand
- Add a section on this process to new student orientation
- Create a process to inform students of progress of complaints or grievances automatically

2. **Provide training** for staff, faculty, and students

- Train Grievance Officers, in particular, advocates for students, possibly through the ASO, SEAC, and Social Justice Center
- Have an EEO trained representative in grievance committees

3. **Have and Ombudsperson (create position) and committee review** campus Grievance process

- Streamline and formalize processes
- Keep records of official and “unofficial” complaints and grievances
- Typical Salary in CA for this position is \$62,000 - \$76,000