

# RESOLUTION OF STUDENT ISSUES CHART

Issue	First Response	Next Level	Next Level	Assistant Vice President	Vice President
Advising/Counseling	Director of Advising	Dean of Students			Student Affairs
Application	Manager, Answer Center	Assistant Director of Admissions & Records	Director, Admissions and Registration	Admissions and Records	Student Affairs
Bookstore	Manager, Bookstore	Director, Bookstore		Budget and Logistical Services	Operations and Finance
Discrimination	Equal Opportunity Office			Equity & Access	Student Affairs
Entry Testing (PERT)	Coordinator, Assessment	Director, Standardized Testing		Recruitment, Enrollment, & Retention	Student Affairs
Faculty Concerns	Academic Dean	Campus President			Academic Affairs & Planning
Financial Aid	Assistant Directors	Directors		Financial Aid & Veterans Affairs	Student Affairs
Florida Residency	Manager, Answer Center	Assistant Director, Admissions	Director, Admissions and Registration	Admissions and Records	Student Affairs
Graduation	Assistant Director, Records & Graduation	Director, Graduation and Records		Admissions and Records	Student Affairs
Harassment	Equal Opportunity Office			Equity & Access	Student Affairs
Library or Librarian	Library Services Supervisor	Director, Library	Dean, Learning Support		Campus President
New Student Orientation	Coordinator, New Student Orientation	Director of Advising	Dean of Students		Student Affairs
Parking	Field Supervisor, Security	Manager, Security		Safety, Security and Risk Management	Operations and Finance

<b>Issue</b>	<b>First Response</b>	<b>Next Level</b>	<b>Next Level</b>	<b>Assistant Vice President</b>	<b>Vice President</b>
Refund Requests	Assistant Director, Admissions	Director, Admissions and Registration		Admissions and Records	Student Affairs
Registration	Manager, Answer Center	Dean of Students			Student Affairs
Security	Field Supervisor, Security	Manager, Security		Safety, Security and Risk Management	Operations and Finance
Student Accounts	Coordinator, Business Office	Bursar		Financial Services	Operations and Finance
Student Activities	Director of Student Development	Dean of Students			Student Affairs
Students with Disabilities	Coordinator, Office for Students with Disabilities	Director, Office for Students with Disabilities		Equity & Access	Student Affairs
Transcripts	Assistant Director, Admissions	Director, Admissions and Registration		Admissions and Records	Student Affairs
Veterans Affairs	Main Certifying Official			Financial Aid & Veterans Affairs	