

RESOLUTION OF STUDENT ISSUES CHART

| Issue | First Response | Next Level | Next Level | Assistant Vice President | Vice President |
|-------------------------|--|--|---------------------------------------|--|--|
| Advising/Counseling | Dean of Students | | | Student Affairs | Student Affairs |
| Application | Manager, Answer Center | Assistant Director, Admissions | Director, Admissions and Registration | Admissions and Records | Student Affairs |
| Bookstore | Manager, Bookstore | Director, Bookstore | | Budget and Logistical Services | Operations and Finance |
| Discrimination | Dean of Students, Director, Student Services | Equal Opportunity and Employee Relations | | Organizational Development & Inclusion | Organizational Development & Human Resources |
| Entry Testing (PERT) | Coordinator, Assessment | Director, Standardized Testing | | College Transitions | Student Affairs |
| Faculty Concerns | Academic Dean | Campus President | | | Academic Affairs & Planning |
| Financial Aid | Coordinator, Financial Aid | Director, Financial Aid | | | Student Affairs |
| Florida Residency | Manager, Answer Center | Assistant Director, Admissions | Director, Admissions and Registration | Admissions and Records | Student Affairs |
| Graduation | Assistant Director, Admissions | Director, Graduation and Records | | Admissions and Records | Student Affairs |
| Harassment | Dean of Students, Director, Student Services | Equal Opportunity and Employee Relations | | Organizational Development & Inclusion | Organizational Development & Human Resources |
| 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 | Student Affairs |
| Parking | Field Supervisor, Security | Manager, Security | | Safety, Security and Risk Management | Operations and Finance |

| Issue | First Response | Next Level | Next Level | Assistant Vice President | Vice President |
|----------------------------|---|--|--|--|------------------------|
| Refund Requests | Assistant Director, Admissions | Director, Admissions and Registration | | Admissions and Records | Student Affairs |
| Registration | Manager, Answer Center | Dean of Students | | Student Affairs | 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 | Assistant Director, Student Development | Director, Student Development | | Student Affairs | Student Affairs |
| Students with Disabilities | Coordinator, Students with Disabilities | Director, Students with Disabilities Program | Equal Opportunity and Employee Relations | Organizational Development & Inclusion | Student Affairs |
| Transcripts | Assistant Director, Admissions | Director, Admissions and Registration | | Admissions and Records | Student Affairs |