

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

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