

Midway College Student Interaction Policy

If you are addressed by any student (Women's College, SCD, or On-line) with a concern or complaint following their admission to the college, please follow the procedures listed below:

Complaint/Concern:

- Listen discriminately to the student and document any complaints they may have.
- Inform the student that they must contact the Director of Student Affairs to officially file the complaint with the college.
- Assist the student in setting up a meeting with the Director of Student Affairs to file the complaint. If the Director of Student Affairs cannot be immediately reached by phone, call the Administrative Assistant to schedule the appointment. In the case of an emergency the Administrative Assistant can contact the Director of Student Affairs immediately.
- Following the meeting with the student send all documentation to the Director of Student Affairs for use in the individual student file.
- All information gathered in the meeting is to remain confidential.
- From this point, only the Director of Student Affairs will deal with student and the issue in collaboration with the Provost of the College. If student returns to you, refer to Director of Student Affairs or Provost.

Use of "severe" Language:

In the case a student is using strong language (etc: stalking, harassment, slander), or feels a physical threat has been placed against them please use the following procedures in your interactions with the student:

- Immediately contact the Director of Student Affairs. The Director will meet with the student to officially document their concern. Director of Student Affairs will be the contact person for the student/issue from this point forward.
- Once the information is gathered, the Director of Student Affairs will immediately contact the Provost of the College to address the situation.
- Do not encourage the use of strong language or repeat the words used by the student.
- All information gathered in the meeting is to remain confidential. Additional documentation that may be needed from other departments will be gathered by the Office of Student Affairs.