

# LSSC RESOLUTION OF STUDENT COMPLAINTS/ GRIEVANCES CHART

Issue	First Response	Next Level	Next Level
Admissions	Executive Director, Recruitment & Enrollment	Vice President Enrollment & Student Affairs	N/A
Advising	Student's Assigned Academic Advisor	Executive Director, Academic Advising	Vice President Enrollment & Student Affairs
Athletics	Team Head Coach	Executive Director of Athletics	Vice President Enrollment & Student Affairs
Bookstore	Director, Student Accounts	Vice President of Finance and CFO	N/A
Career Development/ Student Employment	Manager, Student Employment	Executive Director, Student and Career Engagement	Vice President Enrollment & Student Affairs
CDL Program	CDL Program Director	Director of Energy Programs	Associate Vice President Work Force Programs
Counseling	Director, Student Wellness	Dean of Students	Vice President Enrollment & Student Affairs
Accessibility/ Disability Services	Director, Student Accessibility Services	Dean Library and Learning Services	Associate Vice President Academic Affairs
Discrimination/ Equity	Dean of Students	Associate Vice President, Human Resources or Title IX Coordinator, as applicable	Vice President of Finance and CFO or Vice President of Enrollment & Student Affairs, as applicable
Faculty Concerns	Instructor	Program Manager or Dean of Discipline Area	Vice President Academic Affairs
Faculty Concerns - Nursing	Instructor	Dean of ASN Program or Associate Vice President, Health Professions	Vice President Academic Affairs
Financial Aid	Director, Financial Aid	Associate Vice President, Financial Aid & Enrollment Operations	Vice President Enrollment & Student Affairs
Florida Residency	Executive Director, Recruitment & Enrollment	Vice President Enrollment & Student Affairs	N/A

Grades	Instructor	Program Manager or Dean of Discipline Area	Vice President Academic Affairs
Graduation	Assistant Registrar	Registrar	Vice President Enrollment & Student Affairs
Library	Associate Dean Library & Learning Services	Dean Library and Learning Services	Associate Vice President Academic Affairs
Orientation	Student's Assigned Academic Advisor	Executive Director of Academic Advising	Vice President Enrollment & Student Affairs
Parking	Associate Vice President, Campus Safety & Security	Vice President Facilities Planning & Operations	N/A
Records	Assistant Registrar	Registrar	Associate Vice President Financial Aid & Enrollment Operations
Registration	Assistant Registrar	Registrar	Associate Vice President Financial Aid & Enrollment Operations
Security	Campus Security Supervisor	Associate Vice President, Campus Safety & Security	Vice President Facilities Planning & Operations
STEM Centers	Manager, Academic Success Center	Dean of Library and Learning Services	Associate Vice president Academic Affairs
Student Accounts	Director, Student Accounts	Controller	Vice President of Finance and CFO
Student Activities, Student Life, Clubs & Organizations	Director, Student Leadership & Development	Executive Director Student & Career Engagement	Vice President Enrollment & Student Affairs
Student Conduct	Dean of Students	Vice President Enrollment & Student Affairs	N/A
Student Employment	Manager, Student Employment	Executive Director of Student & Career Engagement	Vice President of Enrollment & Student Affairs
Testing	Manager, Testing Services	Dean Library & Learning Services	Associate Vice President Academic Affairs
Transcripts/ Records	Assistant Registrar	Registrar	Associate Vice President Financial Aid & Enrollment Operations