

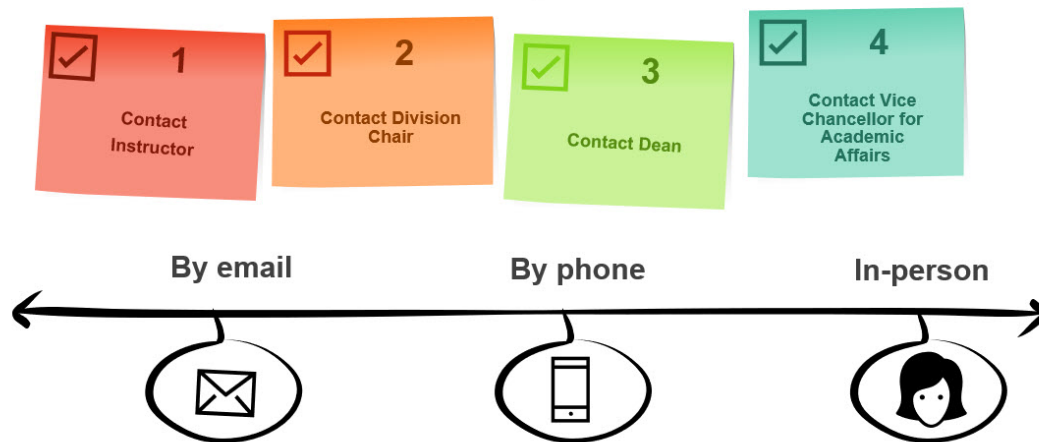


UNIVERSITY of HAWAII®
LEEWARD
COMMUNITY COLLEGE

Student Complaint Process

Leeward Community College recognizes its responsibility to provide students with an informal process for addressing concerns about faculty treatment of students that are not protected by academic freedom and are not covered by other procedures. Examples might include ineffective or inefficient service (i.e., not replying to email inquiries in a timely manner, such as 48 business hours), or neglect of duty (i.e., not providing a syllabus, not holding office hours, not returning a graded assignment/exam before the next similar assignment/exam is due, not having an up-to-date gradebook). To address these concerns, below are the steps students should take to resolve such issues.

Student Complaint Process



Step 1: Contact your instructor regarding your concern via email, phone, or in-person.



Step 2: If the concern is still unresolved after 48 business hours, contact the Division Chair or Unit Coordinator.

Division/Unit	Chair/Coordinator	Office	Phone	Email
Arts & Humanities*	James West	FA 109	455-0350	west@hawaii.edu
Business**	Warren Kawano	BE 213	455-0344	warrenk@hawaii.edu
Language Arts*	Kathryn Fujioka-Imai	LA 201	455-0330	kathrynf@hawaii.edu
Mathematics & Natural Sciences*	William Albritton	BS 106A	455-0251	walbritt@hawaii.edu
Professional Arts & Technology**	Don Maruyama	GT 116	455-0300	donaldkm@hawaii.edu
Social Sciences*	Eiko Kosasa	FA 220	455-0360	ekosasa@hawaii.edu
Student Services***	Lexer Chou	CC 205	455-0248	achou@hawaii.edu
Wai'anae Moku**	Danny Wyatt	101C	454-4704	dwyatt@hawaii.edu

* Division reports to the Dean of Arts & Sciences

** Division/Unit reports to the Dean of Career & Technical Education

*** Unit reports to the Dean of Student Services



Step 3: If the concern cannot be resolved with the Division Chair or Unit Coordinator, contact the appropriate Academic Dean.

Academic Affairs	Dean	Office	Phone	Email
Arts & Sciences*	James Goodman	AD 101B	455-0664	goodmanj@hawaii.edu
Career & Technical Education**	Ron Umehira	AD 101A	455-0321	umehira@hawaii.edu
Student Services***	Kami Kato, Interim	AD 225	455-0260	kamik@hawaii.edu



Step 4: If the concern is still unresolved, contact the Vice Chancellor for Academic Affairs.

Academic Affairs	VCAA	Office	Phone	Email
Vice Chancellor for Academic Affairs	Kay Ono, Interim	AD 108	455-0453	kayono@hawaii.edu