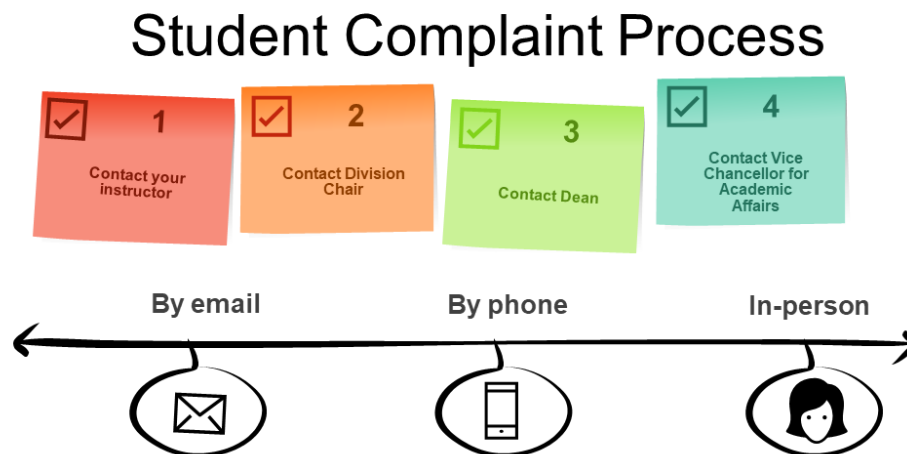




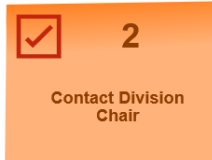
UNIVERSITY of HAWAII®  
**LEEWARD**  
COMMUNITY COLLEGE

## 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.



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

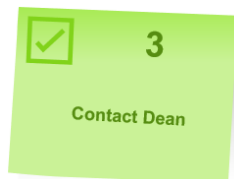


**Step 2:** If the concern is still unresolved after 48 business hours, contact the Division Chair or Unit Coordinator.

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

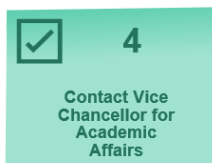
\* Division reports to the Dean of Arts & Sciences

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



**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 | <a href="mailto:goodmanj@hawaii.edu">goodmanj@hawaii.edu</a> |
| Career & Technical Education** | Ron Umehira   | AD 101A | 455-0321 | <a href="mailto:umehira@hawaii.edu">umehira@hawaii.edu</a>   |



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

| Academic Affairs                             | VCAA    | Office | Phone    | Email  |
|--|---------|--------|----------|--|
| Interim Vice Chancellor for Academic Affairs | Kay Ono | AD 108 | 455-0453 | <a href="mailto:kayono@hawaii.edu">kayono@hawaii.edu</a> |