

DES MOINES AREA COMMUNITY COLLEGE  
EDUCATIONAL SERVICES PROCEDURES

Section: ACADEMIC AFFAIRS  
Subject: Public Concerns Regarding Instruction  
Effective Date: August 1, 2003  
Number: ES 4025

- I. Scope
  - A. To establish a uniform method by which the public may express its concern about the instructional process.
- II. Institutional Regulations
  - A. It is the intention of the college to be responsive to public concerns and to solve problems at the lowest possible administrative level.
- III. Procedure
  - A. Classroom Related Concerns
    - 1. Any college employee who receives a complaint about a classroom matter or faculty member from a member of the public will refer it to his or her supervisor.
      - a. Definition of "Concern": A claim, either written or oral, by a member of the public, that a particular action taken by the College or a member of the staff was not in the best interests of the individual or the public.
      - b. Definition of "Member of the Public": A person who is not enrolled at or employed by the Des Moines Area Community College.
    - 2. The supervisor will follow up on the concern with the member of the public and the faculty member. If the concern cannot be solved at this level, it will be referred by the supervisor to the appropriate dean/campus executive dean.
    - 3. The dean/campus executive dean will communicate with the member of the public to try to resolve the problem. If resolution cannot be attained at this level, it will be referred to the Senior Vice President of Academic Affairs, Ankeny Campus.
    - 4. The Senior Vice President of Academic Affairs, Ankeny Campus will communicate with the member of the public to try to resolve the concern. If the concern is not resolved at this level, the concern may be submitted to the President in writing, signed by the concerned party. No appeal will be heard by the President and no charges will be investigated or acted upon by the President unless the concern is made in writing.
    - 5. If the concern is not solved at this level, the person may ask that the President submit the concern to the Board of Directors.
  - B. Concerns Other Than Classroom-Related Issues
    - 1. Any college employee, who receives a concern, other than a classroom or instructor related concern, will refer it to the appropriate dean. The dean will contact the member of the public and make every effort to resolve the problem. If it cannot be resolved, the dean/campus executive dean will refer it to the Senior Vice President of Academic Affairs, Ankeny Campus.
    - 2. The Senior Vice President of Academic Affairs, Ankeny Campus will communicate with the member of the public to try to resolve the concern. If resolution cannot be attained at this level, the person may submit the concern to the President in writing, signed by the concerned party. No appeal will be heard by the Board of Directors and no charges will be investigated or acted upon by the President unless made in writing.
    - 3. If the concern is not solved at this level, the person may ask that the President submit the concern to the Board of Directors.
  - C. Concerns Expressed Directly to the President or Senior Vice President of Academic Affairs
    - 1. Members of the public expressing concerns directly to the President or Senior Vice President of Academic Affairs, Ankeny Campus will be encouraged to discuss the concern first with the appropriate administrator or dean.



8/22/03

APPROVED: \_\_\_\_\_  
Executive Dean, Student Services

Date: \_\_\_\_\_



8/22/03

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Senior Vice President, Academic Affairs

Date: \_\_\_\_\_