

APPENDIX E: RESOLUTION OF STUDENT ISSUES CHART

Issue	First Response	Next Level	Next Level	Assistant Vice President	Vice President
Advising/Counseling	Dean of Students			Student Affairs	Student Affairs
Application	Manager, Answer Center	Assistant Director, Admissions	Director, Admissions and Registration	Admissions and Records	Student Affairs
Bookstore	Manager, Bookstore	Director, Bookstore		Budget and Logistical Services	Administrative Services
CLAST	Student Services Specialist, Assessment	Director, Standardized Testing		Student Affairs	Student Affairs
Discrimination	Counselor	Dean of Students		Compliance, Diversity and Equity	Human Resources and Diversity
Entry Testing (CPT)	Coordinator, Assessment	Director, Standardized Testing		Student Affairs	Student Affairs
Faculty Concerns	Academic Dean	Provost			Chief Learning Officer
Financial Aid	Coordinator, Financial Aid	Director, Financial Aid		College Transitions	Student Affairs
Florida Residency	Manager, Answer Center	Assistant Director, Admissions	Director, Admissions and Registration	Admissions and Records	Student Affairs
Graduation	Assistant Director, Admissions	Director, Graduation and Records		Admissions and Records	Student Affairs
Harassment	Counselor	Dean of Students		Compliance, Diversity and Equity	Human Resources and Diversity
Library	Library Services Supervisor or Librarian	Director, Library	Provost	Curriculum and Articulation	Chief Learning Officer
New Student Orientation	Coordinator, New Student Orientation	Dean of Students		Student Affairs	Student Affairs
Parking	Field Supervisor, Security	Manager, Security		Safety, Security and Risk Management	Administrative Services

Issue	First Response	Next Level	Next Level	Assistant Vice President	Vice President
Refund Requests	Assistant Director, Admissions	Director, Admissions and Registration		Admissions and Records	Student Affairs
Registration	Manager, Answer Center	Dean of Students		Student Affairs	Student Affairs
Security	Field Supervisor, Security	Manager, Security		Safety, Security and Risk Management	Administrative Services
Student Accounts	Coordinator, Business Office	Bursar		Financial Services	Administrative Services
Student Activities	Coordinator, Student Development	Director, Student Development		Student Affairs	Student Affairs
Students with Disabilities	Manager, Students with Disabilities	Director, Students with Disabilities Program		Student Affairs	Student Affairs
Transcripts	Assistant Director, Admissions	Director, Admissions and Registration		Admissions and Records	Student Affairs