

## RESOLUTION OF STUDENT CONCERNS

To maintain Montgomery County Community College's student-oriented philosophy, the College has established a process for students to register complaints and share concerns and questions with appropriate College officials. Students are encouraged to express their concerns to the office/area or individual most directly involved or responsible in an appropriate and timely manner.

Monty Chat, Enrollment Services, or the Student Success Center can advise students about the appropriate means to resolve general complaints or concerns.

Area of Concern	Initial Contact	Unresolved Concern Contact	If Further Assistance is Needed
Accommodations	Coordinator for Accommodation and Accessibility Services 215-641-6575	Manager of Disability Services	Director of Equity, Diversity & Belonging 215-619-7383
Academic Advising	Student Success Center studentsuccess@mc3.edu	Director of Advising 215-642-6343	Associate Vice President, Student Services 215-641-6323
Classroom Concerns e.g., grades, course requirements, faculty related issues	Faculty Member	Program Director/Coordinator	Division Offices: Liberal Arts 215-641-6643  Business & Professional Studies 215-641-6373  Health Sciences 215-619-7361  Science, Technology, Engineering and Mathematics 215-641-6643  Workforce & Economic Development 610-718-1810
Discrimination and Harassment	Director of Equity, Diversity & Belonging 215-619-7383	Chief of Staff President@mc3.edu	

Financial Aid	Enrollment Services enrollmentservices@mc3.edu	Associate Director of Financial Aid for Student Relations 215-619-7482	Director of Financial Aid 215-718-1813
Health & Wellness	Wellness Center Manager wellness@mc3.edu	Director of Wellness Center wellness@mc3.edu	Associate Vice President, Student Services 215-641-6323
Library	Director of Libraries 215-641-6593	Associate Vice President, Academic Affairs 215-641-6595	
Pottstown Campus	Academic Items: Assistant Dean of Academic Affairs 610-718-1872 Student Services: Director of Pottstown Campus Operations 610-718-1930	Dean of Academic Innovation 610-718-1810	
Safety or Parking	Office of Campus Safety 215-641-6604 (BB) 610-718-1822 (P)	Director of Campus Safety 215-641-6605 (BB) 610-718-1862 (P)	
Student Clubs	Office of Student Life getinvolved@mc3.edu	Coordinator of Student Life 215-641-6581	Director of Student Life 215-641-6581
Student Records and Registration	Enrollment Services enrollmentservices@mc3.edu	Director of Records & Registration 215-641-6562	Executive Director of Enrollment Services 215-641-6553
Student Support Programs	Director of Student Support Programs 215-641-6547	Dean of Academic Innovation 610-718-1810	
Technology Issues	Help Desk 215-641-6495	Director of User Success and Learning Technologies 215-619-7447	Executive Director of Information Technology 215-641-6432
Title IX Concerns	Title IX Coordinator titleixcoordinator@mc3.edu	Deputy Title IX Coordinator (Employee Issues) 215-619-7489	
Tuition and Payments	Student Accounting Supervisor 215-641-6542	Assistant Controller, Bursar 215-641-6654	Controller 215-641-6603
Tutorial Services	Director of Academic Support/Tutorial Services 215-641-6694	Associate Vice President of Academic Affairs 215-641-6595	