# UCO CQI Project Worksheet

The following items are to be defined by the CQI Project Sponsor

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<thead>
<tr>
<th>CQI Project title:</th>
<th>Student Complaints</th>
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**Brief description of the CQI Project Team’s charge (100 words or less):**

UCO currently processes a variety of student complaints at all levels. There is a concern that some student complaints that do not manifest themselves into a formal appeal (such as those that might be handled and terminate at the department and college levels, for example) are not collected and stored throughout the university. Because of this, UCO has placed itself in a position of not being able to recognize patterns and trends of complaints by certain student segments or in certain university areas. These would indicate broader problems that could be reviewed and addressed before they develop into less manageable situations.

This Action Team is responding to OQA feedback that states that:

1. UCO does not systematically collect, measure, track, trend, aggregate, analyze, or translate complaint information for use in identifying improvements throughout the university.
2. There is no consistent or systematic method for managing and responding to complaints.

This Action Team will review current mechanisms for managing student complaints throughout the university and recommend new processes for collecting, tracking, and responding to student complaints uniformly across the university.

**Anticipated outcomes from this CQI Project (this should help define the scope of the CQI Project):**

This CQI Project Team will:

1. Review and summarize how student complaints are currently managed within appropriate university units on campus. This summary should identify the office or offices responsible within each area, whether complaints are forwarded to other units outside of that area, how the complaints are tracked internally, and whether student segment information is maintained for each complaint. The summary should also indicate what training those who manage student complaints currently receive.
2. Review and summarize any best practices that other universities have in place for collecting and tracking student complaints.
3. Develop a process for collecting, tracking, and summarizing student complaint data. This process should result in a university-wide summary of types of complaints, areas involved in complaints, student segments involved in complaints, and whether or where complaints were resolved. As appropriate, the summary should lend itself to longitudinal comparisons within these categories.
4. Determine whether it is appropriate to introduce training for those involved in responding to student complaints to ensure that complaints are handled consistently between university units.

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<th>Start date:</th>
<th>Deadline for recommendations:</th>
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<tr>
<td>9/08</td>
<td>3/09</td>
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**CQI Project Sponsor:**
Dr. Pat LaGrow

**CQI Project Team Leader:**

**CQI Project Team Facilitator(s):**
Cheryl Frech
Habib Tabatabai

**CQI Project Team Members:**
CBA: John Camey
CLA: David Ford
AA: Evelyn Wilson-Martin
CAMD: Amy Jacobson-Peters
CEPS: Dr. Michelle Gray
CMS: Karen Starkey
Library: Cari Roberts
Student Affairs - Chris Snoddy