

SUSLA Student Complaint Resolution Contacts

Southern University at Shreveport faculty and staff serve as initial points of contact for individuals seeking assistance with resolving concerns within the campus community. The chart below outlines the appropriate initial referral area and the subsequent levels of contact as a concern progresses through the complaint resolution process.

Student should contact the information desk or the Welcome Center to inquire about help for issues that are not listed below.

GENERAL / INSTITUTIONAL ISSUES				
Issue(s) with	First Response	Next Level	Next Level	Executive Official
Bookstore	Bookstore Manager	_____	_____	Vice Chancellor for Finance & Administration Dr. Veloria Nanze
Cafeteria / Dining	Cafeteria Manager Mr. Donnie Banks	_____	_____	Vice Chancellor for Finance & Administration Dr. Veloria Nanze
Campus Housing	Director of Residential Life			Vice Chancellor for Student Affairs & Enrollment Management
Disability Services	Dr. Angelica Hart	_____	_____	Vice Chancellor for Student Affairs & Enrollment Management
Financial Aid	Financial Aid Counselor	Director of Financial Aid Ms. Sharmain Talbert	_____	Vice Chancellor for Student Affairs & Enrollment Management
Information Technology Account access, email, wi-fi, passwords, etc.	SUSLA Helpdesk/ServiceDesk	IT Helpdesk Assistant Ms. Susanne Kenner	Chief Information Officer Ms. Carolyn Miller	Vice Chancellor for Finance & Administration Dr. Veloria Nanze

Parking	University Police Department Administrative Assistant	Shift Commander Captain Jeff Ivey	_____	Vice Chancellor for Finance & Administration Dr. Veloria Nanze
Parking Tickets	University Police Department Administrative Assistant	Issuing Officer	Shift Commander Captain Jeff Ivey	Vice Chancellor for Finance & Administration Dr. Veloria Nanze
Safety / Security Emergencies	University Police	_____	_____	Vice Chancellor for Finance & Administration Dr. Veloria Nanze
Safety / Security (Non- emergency)				Vice Chancellor for Finance & Administration Dr. Veloria Nanze
ACADEMIC ISSUES AND GRIEVANCES				
Issue(s) with	First Response	Next Level	Next Level	Executive Official
General Academic Concerns / Grades	Faculty Member	Department Chair	Dean	Vice Chancellor for Academic Affairs & Workforce Development (VCAA)
Continuing Education Courses	Course Instructor	Dean of Continuing Education Dr. John Galiotos	_____	Vice Chancellor for Academic Affairs & Workforce Development (VCAA) Ms. JoAnn Brown, Interim VCAA

Distance Learning: Online Course or Program Instruction	Faculty Member	Department Chair	Dean	Vice Chancellor for Academic Affairs & Workforce Development (VCAA) Ms. JoAnn Brown, Interim VCAA
Distance Learning: Online Course or Program Technology/Access	Director of E- Learning Ms. Gwendolyn Tennell	_____	_____	Vice Chancellor for Academic Affairs & Workforce Development (VCAA) Ms. JoAnn Brown, Interim VCAA
Graduation	University Registrar Mr. Dameoyn Woodley	_____	_____	Vice Chancellor for Academic Affairs & Workforce Development (VCAA) Ms. JoAnn Brown, Interim VCAA

New Student Advisement	Assigned Academic Coach	Executive Director for Retention and Student Outcomes Dr. Willie Siglar	_____	Vice Chancellor for Academic Affairs & Workforce Development (VCAA) Ms. JoAnn Brown, Interim VCAA
Returning / Continuing Student Advisement	Academic Program Advisor	Program Coordinator, Program Director, or Department Chair	Dean	Vice Chancellor for Academic Affairs & Workforce Development (VCAA) Ms. JoAnn Brown, Interim VCAA
TITLE IX AND POWER-BASED VIOLENCE ISSUES				
Issue(s) with	Please Contact Any of the Following:			
Bullying, Stalking, Sexual Battery, Sexual Discrimination, Sexual Harassment, or Violence	Director of Compliance Ms. Tilisha Bryant	Confidential Advisors Dr. Angelica Hart Mr. Le’Vester Mills	Responsible Employees	