## **SUSLA Student Complaint Resolution Chart**

Southern University at Shreveport faculty and staff serve as a resource for individuals seeking assistance in resolving matters within the campus community. The chart below details the initial area for assistance referral and subsequent contact areas as the individual progresses toward complaint resolution.

Issue	First Response	Next Level	Next Level	<b>Executive Official</b>
Academic	Faculty Member	Department	AVC for	Vice Chancellor
Concerns/Grades		Chair	Academic Affairs	for Academic
			& Workforce	Affairs &
			Development	Workforce
			Janice Sneed	Development
				Terrence Kidd
			Special Assistant	
			to the Vice	
			Chancellors for	
			Academic Affairs	
			& Workforce	
			Development &	
			Research,	
			Sponsored	
			Programs, &	
			Institution	
			Effectiveness	
			Carolyn O'Neal	
Advising New	<mark>Assigned</mark>		Asst. Vice	Vice Chancellor
Students*	Academic Coach		<u>Chancellor</u>	for Student
*Students with 15			Student Success	Affairs &
credit hours or less			<mark>Major Brock</mark>	Enrollment
				Services
				Melva Williams
Advising Advising	Faculty Advisor	<b>Department</b>	AVC for	Vice Chancellor
Returning/Continuing		<mark>Head</mark>	Academic Affairs	for Academic
Students**			& Workforce	Affairs &
** Students with			Development	Workforce
more than 15 credits			Janice Sneed	Development
<mark>hours</mark>				Terrence Kidd
Admissions	Admissions Staff	Director of		Vice Chancellor
Application		Admissions		for Student
		Jorge Sousa, III		Affairs &
				Enrollment
				Services
				Melva Williams
Bookstore	Bookstore			VC for Finance &
	Manager			Administration
				Antonius Pegues

Campus Tours	College Recruiter	Assistant	Director of	Vice Chancellor
		Director of	Admissions and	for Student
		Admissions and	Recruitment	Affairs and
		Recruitment	Jorge Sousa, III	Enrollment
		Derolyk Fuller		Services
				Melva Williams
Career Resource	Coordinator of	One-Stop	AVC for	Vice Chancellor
Center	Career Services	Coordinator	Academic Affairs	for Academic
	Ateija Williams	Antoinette	& Workforce	Affairs &
		Livingston	Development	Workforce
		<b>3</b>	Janice Sneed	Development
				Terrence Kidd
Commencement	University			Vice Chancellor
Ceremony	Registrar			for Student
,	Lalita Rogers			Affairs and
				Enrollment
				Services
				Melva Williams
Counseling/	Assistant Vice			Vice Chancellor
Title IX	Chancellor for			for Student
	College Access			Affairs &
	and Title IX			Enrollment
	Coordinator			Services
	Tuesday			Melva Williams
	Mahoney			
Sexual Discrimination	Assistant Vice			Vice Chancellor
	Chancellor for			for Student
	College Access			Affairs &
	and Title IX			Enrollment
	Coordinator			Services
	Tuesday			Melva Williams
	Mahoney			
Discrimination				
Distance	Faculty Member	Director of	AVC for	Vice Chancellor
Learning/Online		E-Learning	Academic Affairs	for Academic
Course or Program		Veronica	& Workforce	Affairs &
		McEachin	Development	Workforce
			Janice Sneed	Development
				Terrence Kidd
Faculty	Faculty Member	Department	AVC for	Vice Chancellor
Concerns/Grades		Dean	Academic Affairs	for Academic
			& Workforce	Affairs &
			Development	Workforce
			Janice Sneed	Development
				Terrence Kidd

Financial Aid	Financial Aid Counselor	Assistant Financial Aid Director Alan Jackson, Jr.	Director of Financial Aid & Scholarships Katraya Williams	
Graduation Candidacy		University Registrar Lalita Rogers		Vice Chancellor for Student Affairs & Enrollment Services Melva Williams
Harassment				
Library	Library Director  Jane O'Riley		AVC for Academic Affairs & Workforce Development Janice Sneed	Vice Chancellor for Academic Affairs & Workforce Development Terrence Kidd
New Student Orientation	Administrative Assistant Student Success		Asst. Vice Chancellor Student Success Major Brock	Vice Chancellor for Student Affairs & Enrollment Services Melva Williams
Parking	University Police Dept. Administrative Asst. Lillie Speed	Shift Commander Lt. J Ivey/Capt. M Nelson	Chief of Police Edward Reynolds	Vice Chancellor for Finance & Administration Antonius Pegues
Parking Tickets	University Police Dept. – Administrative Asst. Lillie Speed	Shift Commander Lt. J Ivey/Capt. M Nelson	Chief of Police Edward Reynolds	Vice Chancellor for Finance & Administration Antonius Pegues
Recruitment Services	College Recruiter	Assistant Director of Admissions and Recruitment Derolyk Fuller	Director of Admissions and Recruitment Jorge Sousa, III	Vice Chancellor for Student Affairs and Enrollment Services Melva Williams
Registration				
Residency	Stephen Latson			Vice chancellor for Student Affairs and Enrollment Services Melva Williams

Security	University Police	Shift Commander	Chief of Police	Vice Chancellor
	Dept. – Administrative	Lt. J Ivey/Capt. M Nelson	Edward Reynolds	for Finance & Administration
	Asst.	Wittelson		Antonius Pegues
	Lillie Speed			3
Student Accounts				
Student Engagement	<mark>NO SUCH</mark>			Vice Chancellor
	FUNCTION			for Student
				Affairs and
				Enrollment
				Services  Melva Williams
Student Records	Assistant	University		Vice Chancellor
Student Records	Director of	Registrar		for Student
	Records &	Lalita Rogers		Affairs and
	Registration	Lamua Nogero		Enrollment
	Dameoyn			Services
	Woodley			Melva Williams
Students with				
Disabilities				
Student Success	Tutorial	Director Student	Asst. Vice	Vice Chancellor
Tutoring Center	Coordinator	Support Service	Chancellor	for Student
	Linda Robinson	Karen Coco	Student Success	Affairs and
			Major Brock	Enrollment Services
				Melva Williams
Testing Center	Coordinator of	Director of		Vice Chancellor
resting certer	Testing	Admissions and		for Student
	Marquis Hall	Recruitment		Affairs &
	,	Jorge Sousa, III		Enrollment
				Services
				Melva Williams
Transcript/Transfer	Registrar's Office	University		
Credits		Registrar		
Tutalon Def 11		Lalita Rogers		
Tuition Refund				
Requests Workforce	Special Assistant	Associate Vice	Vice Chancellor	
Development	to AVC for	Chancellor for	for Academic	
Development	Academic Affairs	Academic Affairs	Affairs and	
	and Workforce	and Workforce	Workforce	
	Development	Development	Development	
	Shannon	Janice Sneed	Terrence Kidd	
	Levingston			