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

Campus Tours	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**
Career Resource Center	Coordinator of Career Services **Ateija Williams**	One-Stop Coordinator **Antoinette Livingston**	AVC for Academic Affairs & Workforce Development **Janice Sneed**	Vice Chancellor for Academic Affairs & Workforce Development **Terrence Kidd**
Commencement Ceremony	University Registrar **Lalita Rogers**			Vice Chancellor for Student Affairs and Enrollment Services **Melva Williams**
Counseling/ Title IX	Assistant Vice Chancellor for College Access and Title IX Coordinator **Tuesday Mahoney**			Vice Chancellor for Student Affairs & Enrollment Services **Melva Williams**
Sexual Discrimination	Assistant Vice Chancellor for College Access and Title IX Coordinator **Tuesday Mahoney**			Vice Chancellor for Student Affairs & Enrollment Services **Melva Williams**
Discrimination				
Distance Learning/Online Course or Program	Faculty Member	Director of E-Learning **Veronica McEachin**	AVC for Academic Affairs & Workforce Development **Janice Sneed**	Vice Chancellor for Academic Affairs & Workforce Development **Terrence Kidd**
Faculty Concerns/Grades	Faculty Member	Department Dean	AVC for Academic Affairs & Workforce Development **Janice Sneed**	Vice Chancellor for Academic Affairs & Workforce 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**
<mark>New Student Orientation</mark>	<mark>Administrative Assistant Student Success</mark>	███████	<mark>Asst. Vice Chancellor Student Success **Major Brock**</mark>	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**	Issuing Officer 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 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**
Student Accounts				
Student Engagement	NO SUCH FUNCTION			Vice Chancellor for Student Affairs and Enrollment Services **Melva Williams**
Student Records	Assistant Director of Records & Registration **Dameoyn Woodley**	University Registrar **Lalita Rogers**		Vice Chancellor for Student Affairs and Enrollment Services **Melva Williams**
Students with Disabilities				
Student Success Tutoring Center	Tutorial Coordinator **Linda Robinson**	Director Student Support Service **Karen Coco**	Asst. Vice Chancellor Student Success **Major Brock**	Vice Chancellor for Student Affairs and Enrollment Services **Melva Williams**
Testing Center	Coordinator of Testing **Marquis Hall**	Director of Admissions and Recruitment **Jorge Sousa, III**		Vice Chancellor for Student Affairs & Enrollment Services **Melva Williams**
Transcript/Transfer Credits	Registrar's Office	University Registrar **Lalita Rogers**		
Tuition Refund Requests				
Workforce Development	Special Assistant to AVC for Academic Affairs and Workforce Development **Shannon Levingston**	Associate Vice Chancellor for Academic Affairs and Workforce Development **Janice Sneed**	Vice Chancellor for Academic Affairs and Workforce Development **Terrence Kidd**	