



The School of Communication Policy for Addressing Student Concerns

We are here for YOU! We want to hear from YOU! However, we ask that you follow the protocols and procedures in place to address your concerns. It is our desire to meet your needs to the best of our abilities. Please adhere to the instructions below when attempting to resolve an issue involving course and or individual faculty or administrator.

1. You are welcome to e-mail the Interim Dean at any time to ask questions or to share your concerns. However, in most instances, a meeting will not take place if protocol is not followed.
2. First, schedule a meeting with the instructor to discuss the issue or matter. Be sure to send an e-mail to request and or schedule the meeting.
3. If the matter is not resolved after a one on one meeting, then the student should send an e-mail requesting to meet with the faculty member and the department chair.
4. If the matter is still not resolved, after meeting with the faculty member and department chair, then the student should schedule a meeting with Assistant Dean, Kevin Adams.
5. Finally, if the matter is not resolved after meeting with the faculty member, department chair, and assistant dean, then a meeting with the student, faculty member, department chair, assistant dean, and interim dean will be scheduled.

Advising:

- Freshmen should see Ms. Andrea Townson (**MLK 210**)
- Upperclassmen should see their faculty academic advisor, if the advisor is not available, see the department chair, if the academic advisor or department chair are not available, the student should see someone in student services: Assistant Dean Kevin Adams (**MLK 239**) or Kimberly Taylor (**MLK 216**).

SOC Department Chairs & Program Coordinators:

Communication Studies Department – Dr. Toniesha Taylor
Entertainment Recording Management – Mr. Jordan Williams
Journalism Department – Dr. Vera Hawkins
Radio Television Film – Dr. Christian Ulasi
Graduate Program -- Dr. Zantel Nichols