

# General Course Policies

1. Wilmington College does not discriminate on the basis of age, race, color, religion, national or ethnic origin, gender, sexual orientation, veteran status, or disability in the administration of education policies, admission policies, financial aid, employment, or any other College program or activity.
2. It is the policy of the College that 10 students registered for a lower division course and 7 students registered for an upper division course constitute the minimum enrollment. Courses below the minimum enrollment are subject to cancellation by the Vice President, Chief Academic Officer/Dean of Faculty.
3. It is the policy of the College that credit can be counted toward a degree only once for a course covering a specific body of knowledge. No credit can be given for a second course covering essentially the same body of knowledge, even though there is a difference in title and/or number.
4. It is the policy of the College that certain courses may count toward a major in more than one discipline. Such courses are usually listed at the end of each discipline's course listing section.
5. In order to give a wider range of courses to those majoring in a discipline, certain of the advanced courses are offered every other year, indicated in the course inventory as "Alternate years." Other courses may be offered less frequently and are listed as "Offered irregularly."

## **How Wilmington College Students May File a Complaint with the Ohio Department of Education ("ODHE")**

ODHE Student Complaint Information

- <https://higher.ed.ohio.gov/students/current-college-students/student-complaints>

ODHE Online Complaint Form:

- <https://higher.ed.ohio.gov/students/current-college-students/student-complaints/submit-complaint>

Wilmington College's Handbooks also include options for student wishing to file complaints with the College and are available at:

- <https://handbook.wilmington.edu/>

*From the Ohio Department of Higher Education Student Complaint Information Website (Retrieved, Tuesday, Aug. 13, 2024)*

## **Student Complaint Information**

The Ohio Department of Higher Education (ODHE) is responsible for responding to formal complaints against public, independent non-profit and proprietary institutions of higher education in Ohio. While the ODHE has limited authority over colleges and universities, and cannot offer legal advice or initiate civil court cases, the Chancellor's staff will review submitted complaints and work with student complainants and institutions.

## **COMPLAINTS NOT UNDER THE CHANCELLOR'S JURISDICTION**

- Complaints filed more than two years after the incident
- Admissions decisions
- Grade disputes
- Student conduct violations
- Criminal misconduct<sup>[1]</sup>

- Violations of federal law[2]

### **How to Submit a Complaint** [to ODHE]

Please follow the steps outlined below to submit a complaint:

#### **STEP 1**

If a student has concerns related to classroom situations or administrative actions, he/she should contact the faculty or staff member(s) with whom there has been a conflict. It may be possible to resolve the concerns without the need for formal institutional action. However, if the student's complaint is not resolved satisfactorily, or if the complaint cannot be resolved by contacting the faculty or staff member(s), the student should proceed to STEP 2.

#### **STEP 2**

The student should file a complaint through the institution of higher education's established complaint process. Information on the process can usually be found in the institution's academic catalog, student handbook or website. If the student is unable to resolve the complaint in this manner, the student should contact the Ohio Department of Higher Education using the online complaint form. Please note that the complaint must be received within two years of the completion of the institution's complaint process.

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#### **STEP 3**

After receiving a complaint through the ODHE complaint form, the Chancellor's staff will review the submitted materials. If needed, the ODHE will contact the person submitting the complaint for any required additional information or clarifications. The Ohio Department of Higher Education will then send a copy of the complaint to the institution against which the complaint has been filed and ask for a response within three weeks. After receiving the college or university's response, the Chancellor's staff will determine whether the institution's student complaint process has been followed and exhausted and what additional steps or follow-up, if any, will be taken. The Chancellor's staff will inform both parties involved in the complaint of the outcome of our review in writing. Depending on the complexity of the complaint, most follow-up contact regarding the complaint will be completed within 4 to 6 weeks.

#### **Questions?**

If you have additional questions about the complaint process, or want to clarify that your individual complaint is reviewable by the Ohio Department of Higher Education, please feel free to contact (614) 466-6000 or [odhe-complaints@highered.ohio.gov](mailto:odhe-complaints@highered.ohio.gov)

**[1]** *Complaints concerning criminal misconduct should be filed with local law enforcement.*

**[2]** *Complaints relating to violations of federal law should be filed directly with the federal agency having jurisdiction over the matter.*