

TIPS FOR ENGAGING IN THE RESOLUTION PROCESS

Visit the [Student Self-Service & Inquiry Form](#)

Find if your concerns and solutions are listed there.

Review the [Westcliff University Policies and Handbook](#)

Look for the guidelines and expectations in the Student Handbook, F-1 Handbook, or Athletic Handbook that relate to your concern as it may result in already addressing it.

Share the Evidence

Students utilizing the Resolution Center are responsible for providing any supporting evidence and documentation that they would like for the Resolution Center to review in an efficient manner. If documentation is not provided, we may not be able to investigate their concerns effectively.

Avoid Assumptions

Be objective and clearly articulate your desired outcome in this process as you identify issues and concerns with supporting evidence. Clearly state your expectation(s) upfront, and this is asked for when you submit your request.

Concerns about your grade in a course

First, review the grading policy and course expectations. If that doesn't address your concern, then please visit the [Student Self-Service & Inquiry](#). If it is still needed, follow Step I from the [Resolution Procedure](#).

If you are moving on to Step II, then in your submission, please reference the policy and course expectations and follow Step II of the [Resolution Procedure](#) in order to provide a clear understanding of the concern.

Avoid emotional language and personal attacks

Staff and faculty are here to help you meet the educational objectives. So, as another option to sharing the intensity of your efforts, focus on the quality of your work and how you have been responsible for following the policies and procedures. We understand that this process may place additional time and stress, including added expectations on you to gather supporting evidence and documentation, to explain the details of your request. As we are your advocate and value your student experience, this is an opportunity provided to you to ensure that your voice is heard.

Remember! The Resolution Center team is here to support you. We appreciate you taking your time to go through this process for yourself, and in return we will do our best to address your concerns as soon as possible to ensure you are supported.