

## Academic Concerns Procedure for Students

CLC students are to follow this procedure when they have an academic concern related to an instructor or a class. Students have six (6) months from the time the action occurred which caused the academic concern to initiate this procedure.

1. Contact the instructor to communicate the concern and if possible, resolve the matter.
2. If the instructor cannot resolve your issue, or if you are uncomfortable speaking with the instructor, **submit your concerns using the online CLC Academic Concerns Form , located in your student center.** The form is accessed through MyCLC - details are provided on page 2. The information you enter will be sent directly to the Academic Division for your course. There is a place for you to attach documents and examples. Attachments must be in a .pdf, .doc, or .jpg format. You may need to use Explorer or Chrome if the website does not open in Firefox.
3. The Dean or designee from the Academic Division will acknowledge receipt of your concern form and begin to review the information submitted through the Academic Concerns form. The Dean or designee may contact you for additional information, clarification, or to arrange a meeting. You also may contact the Academic Division to make an appointment with the Dean/designee to discuss your concern after completing the online form. Within fifteen days of submitting the concern, the Dean/designee will reply with a resolution.
4. If you wish to appeal the Dean/designee's resolution, submit to the Vice President, Educational Affairs a written statement via letter (CLC Grayslake Campus, Suite A213) or email ([OpFormsEdAffairs@clcollinois.edu](mailto:OpFormsEdAffairs@clcollinois.edu)). The statement must include the following four things:
  - a. Concern description
  - b. Reason for appealing the Dean /designee's decision
  - c. Backup documentation (if applicable)
  - d. Desired outcome
5. The Vice President, Educational Affairs will review the information submitted by the student and any necessary documentation from the Academic Division. You can contact the Educational Affairs office at 847-543-2411 to make an appointment with the Vice President, Educational Affairs after submitting a written statement per the guidelines in step four (4). Within fifteen (15) days after receipt of the written statement from the student, the Vice President, Educational Affairs will reply with a final decision.
6. The decision of the Vice President, Educational Affairs will be the final decision of the College of Lake County. Additional information related to Academic Concerns can be found in the Student Rights and Responsibilities Procedures, section VII.

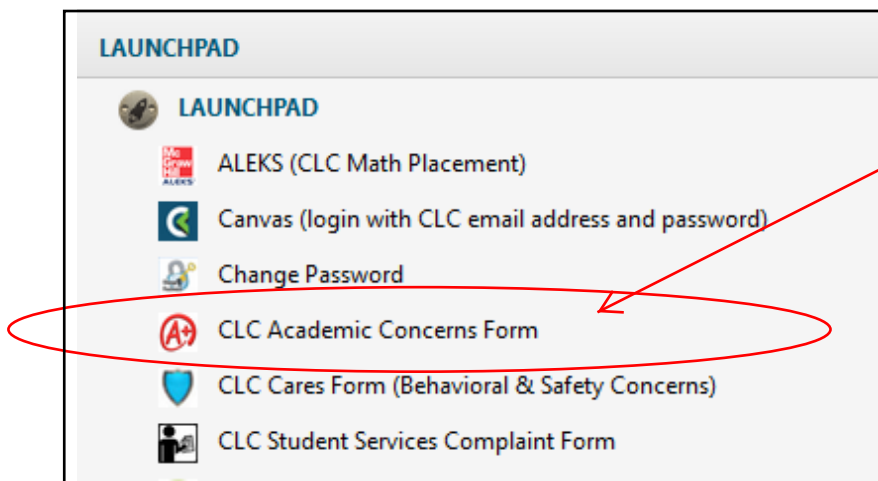
## Accessing the online Academic Concerns Form

Go to the CLC website at [www.clcillinois.edu](http://www.clcillinois.edu).

At the bottom of the screen, click on the green “My CLC Login” button. Log in with your student ID and password.



On the far left, you will see these options.



Choose “CLC Academic Concerns Form” and fill out the form fields. Click submit when you are finished.