

GRADUATE STUDENT SERVICE FORM

(SSF)

Print Name clearly _____ 900 _____

In order to serve with excellence and professionalism in a caring manner, please fill out this form in detail and follow the protocol and line of communication pertaining to your concern. Your concerns should first be shared at the level of concern. Afterwards, if the concern needs to be further addressed, you must present this SSF to the next person signed by the previous person that helped you. You must follow the order of communication of this matter in order for us to serve you with the most excellent of service, care and professionalism. Without appropriate signatures on this form at the required levels, your concern can't be addressed at the next level properly. ***PLEASE NOTE THAT FOR GRADE, EXPIRATION OF CREDITS AND OTHER APPEALS YOU STILL MUST REFERENCE THE STUDENT HANDBOOK AND FOLLOW THE PROCEDURES WHICH INCLUDES AN OFFICAL APPEALS DOCUMENT THAT MUST ACCOMPANY THIS FORM AT ALL STAGES AS WELL.***

Order of communication of your concern:

Faculty/Staff if concern is at that level. Next, the Department Chair, then the Associate Dean, Dean of your department then Graduate Counsel (only after signatures from each person in that order).

Check the service below that you are requesting:

Expiration of Credits _____ Grade appeal _____ Professor complaint _____ Class complaint _____

SAP _____ Dissertation/Theses _____ Change of Major/Concentration _____ GA/TA issue _____

Other: _____

Please explain your concern in detail below in order for us to properly serve you with excellent service.

Unacceptable example: I want to talk about my class. ***Acceptable example:*** My concern is with my Math 102 class taught by Dr. Acme Johnson. I am concerned with not having a syllabus and knowing my class expectations for the semester.

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| Student Signature _____ | Date _____ |
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This section is to be completed by the next evaluating person addressing the concern to report the next steps and or result of your concern if needed to be evaluated at another level below.

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| <p>Graduate Council Chair Signature _____ Date _____</p> |
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