

SAN DIEGO MESA COLLEGE

Orientation for Evening/Saturday Duty Administrators

Concerns: Answers and Resources

Following is a listing of issues and concerns that are typically brought to the attention of the Evening or Saturday administrator/chair. The frequency in which these issues arise varies and is often influenced by other factors, such as, date proximity to last day to add/drop, midterms/finals, etcetera.

1. **Petition for Schedule Adjustment after Deadline**
This type of petition must be completed by a student to request authorization to be officially added to a class after the published last day to add. Authorization to add requires the approval of the instructor, department chair, and school dean.
2. **Directions**
Students call or visit the Evening/Saturday Duty Office to ask for directions to faculty office locations, faculty office numbers, Classrooms, Bookstore, Cafeteria, etc.
3. **Information/Referrals**
Students call or visit the Evening/Saturday Duty Office to get information and or seek guidance/advice about various administrative/academic issues and concerns.
4. **Events: Evening/Saturday**
Students and the general public call or visit to inquire about events taking place at the college, locations, times, etc. Information for events is kept in the Office of Instruction Evening Information Binder - Section 10.
5. **Schedule Changes**
Students visit the Evening/Saturday Duty Office to inquire about various issues related to changes in the published schedule, for example, room changes.
6. **Issuance of Add Codes and Student Rosters**
Instructors visit the Evening/Saturday Duty Office to request Add Codes and/or Student Rosters. Add Codes and Student Rosters are generated by the secretary. If secretary is not in the office Add Codes can be generated by the Admissions Office.
7. **Faculty Absence/Illness**
When an instructor calls to inform the Evening or Saturday administrator/chair that he/she is unable to teach class that particular evening/day, the on-duty person is responsible for canceling the class, posting an instructor absence sign, and notifying dean via e-mail of class cancellation.
8. **Student complaint Resolution Process**
Matters of Academic or Course-Related Complaints:
 - Students with complaints are expected to first try to resolve the matter with the person directly involved. If unable to reach a mutual resolution the student should be instructed to contact the Dept. Chair; after meeting with the Dept. Chair if there is still no

resolution for the student the student is than advised to complete the Student Complaint Resolution Form (SCR 001), submit form to the School Dean's office, meet with School Dean.

Matters of Non-Academic/Miscellaneous Complaints:

- Students with complaints are expected to first try to resolve the matter with the person directly involved. If unable to reach a mutual resolution the student should than be instructed to contact the Dept. Chair. If still unable to reach a mutual resolution student should be instructed to complete the Student Complaint Resolution Form (SCR 001), submit form to appropriate manager/administrators office, meet with appropriate manager/administrator.

9. **Policy 3100: Student Code of Conduct**

Please see office files for description.

10. **Crisis Response Procedures**

Please see Office of Instruction, Evening Office Information Binder -Section 10.