

Student Complaint and Grievance Procedures

Occasionally, a student may encounter an issue on campus that he or she may not know how to resolve. When this happens, students should always try to work out the problem by first discussing it with those most involved with the issue. Most issues are resolved when a student makes an appointment with a faculty or staff member and communicates his/her concerns. If a problem still exists, the resources and processes listed below are available.

Academic Issues

Grade changes or challenges

A student has the right to challenge a grade if she or he believes it to be inaccurate or has substantiating evidence to support this assertion. The grade challenge process is not available to students if students are unhappy with their grade. The student must first discuss the matter with the instructor. If there is no resolution, the student may meet with the appropriate School Dean. If there is still no resolution the student may meet with the Assistant Vice President of Academic Affairs. The decision of the Assistant Vice President of Academic Affairs is final.

Melissa Read
Assistant Vice President of Academic Affairs
mread@dean.edu
508-541-1654

Waivers for academic requirements and other academic issues

Students looking to address issues regarding academic requirement waivers or any other academic issues should initiate a conversation with their School Dean.

David Krasner
Dean, School of the Arts
dkrasner@dean.edu
508-541-1610

Marc Arentsen
Dean, Palladino School of Dance
marentsen@dean.edu
508-541-1606

Dawn Poirier
Dean, School of Liberal Arts and Sciences
dpoirier@dean.edu
508-541-1809

Gerry Shaw
Interim Dean, School of Business
gshaw@dean.edu
508-541-1790

Financial Issues

Students and families who are experiencing extenuating financial circumstances, or have concerns or complaints about the financial aid process are encouraged to contact the Center for Student Financial Planning and Services.

Frank Mullen
Dean of Student Financial Planning and Services
fmullen@dean.edu
508-541-1574

Discrimination, Harassment or Retaliation

Concerns or complaints pertaining to discrimination, harassment, or retaliation should be directed to The Dean of Students or the Office of Human Resources

David Drucker
Dean of Students and Title IX Coordinator
ddrucker@dean.edu
508-541-1865

Donna Tetrault
Manager of Human Resources and Deputy Title IX Coordinator
dtetrault@dean.edu
508-541-1682

School of Continuing Studies

Complaints or issues regarding the School of Continuing Studies may be directed to:

Gregg Chalk
Vice President of Marketing and Business Development
gchalk@dean.edu
508-541-1668

Complaints to External Agencies

The **Massachusetts Board of Higher Education** attempts to provide an additional avenue for informal resolution of matters concerning institutions. The Board of Higher Education receives and refers complaints/inquiries to the specific college for clarification and response.

To learn more or to submit a complaint please use this [link](#) to visit The Massachusetts Department of Higher Education web site.

Additionally, our regional accrediting body, **New England Association of Schools and Colleges** (NEASC) may also be used as an avenue to register comments or complaints. You may visit the NEASC [site](#) for more information.