

John Carroll University
Department of Education
Student Concern Process for the Field

Step 1	Student Concern Form filed with Matt Hands (mhands@jcu.edu)
Step 2	Completed Student Concern Form is sent to the student, the Department Chair, Program Coordinator and the Advisor. A Concern Conference is scheduled.
Step 3	During the Student Concern Conference, the student, the faculty member/cooperating teacher who raised the concern, the Program Coordinator and the Department Chair will collaborate to complete the Student Concern Improvement Plan. The plan should list the goals, how the goals will be assessed, timeline and person responsible to monitor the plan.
Step 4	Student progress on the improvement plan will be monitored according to the timeline and person responsible. If the specified goals have been met within the timeline, the process concludes with a written approval note placed in the student's departmental folder. If the goals have not been met, the process will proceed to step 5.
Step 5	An additional meeting will be attended by the student, the faculty member/supervisor complainant, the Program Coordinator and the Department Chair. The student must bring to the meeting a written explanation of why the agreed upon goals have not been met. The committee can decide to revise the improvement plan and require the student to repeat the field experience, or the committee can decide the student has not met the requirements of the field experience and is no longer eligible for the licensure program. A student is only permitted to repeat a field experience once while enrolled in the licensure program.

John Carroll University
Department of Education
Student Concern Process for Academic Performance

Step 1	Classroom instructor files Student Concern form with Matt Hands (mhands@jcu.edu)
Step 2	Completed Student Concern Form is sent to the student, advisor and the Program Coordinator.
Step 3	The advisor schedules a meeting with the student and course instructor who completed the referral to review the concern and share campus resources. The Student Concern form including the advisor's written comments are placed in the student's file.
Step 4	Student progress will continue to be monitored through the Licensure Program gateways. If a student receives a second Student Concern form, a meeting will be scheduled with the student, academic advisor and Program Coordinator. An improvement plan will be written with a timeline for monitoring progress and the person responsible. If the student improves and meets the goals of the improvement plan, a note will be placed in the student's file.
Step 5	If the student does not meet the goals of the improvement plan, the Department Chair, Program Coordinator, advisor and student meet to discuss performance. The student may be placed on conditional acceptance or status in their Licensure Program. In accordance with the department handbook, students have two semesters to improve performance and advance in their program. Students who do not improve by the end of the second semester of conditional acceptance may be dismissed from the program.