

The **Digital Arts Society (DAS)** brings together students interested in the digital arts to assist in their growth and development, building their leadership skills through experiences in social, economic, educational, and community activities relative to the field of visual communications.

The **EcoWarriors** raise awareness and educate the community on sustainability issues, including recycling, energy management, and conservation of natural resources.

The **Education Student Organization (ESO)** supports students seeking a degree under the Education Department, including those studying Early Childhood Education, Education, and Sign Language Interpreting.

The **Hospitality and Tourism Society (HostS)** promotes the hospitality and tourism industry on campus and in the community.

The **Human Service Student Organization (HSSO)** promotes the fields of Human Services and Social Sciences through volunteerism and community service activities.

The **Korean Club** promotes Korea's language and culture through various activities and events that will educate and entertain the campus and community.

The **Medical Assistant Student Organization (MASO)** enables Medical Assisting students to enhance and demonstrate the knowledge, skills, and professionalism required by employers and patients.

The **Phi Theta Kappa International Honor Society (Beta Xi Chapter)** recognizes the academic achievement of GCC students and provides opportunities for its members to grow as scholars and leaders.

The **Practical Nursing Student Association (PNSA)** provides support and leadership opportunities to undergraduate nursing students.

The **Veterans Club** provides a network of support among student veterans and promotes an understanding of student veteran issues.

Student Complaint Procedure

A complaint covers any concern or issue regarding employees (faculty, support staff, and administrators) or visitors on campus about a matter related to a student's educational experience with GCC that is not academic in nature. Examples of non-academic concerns or issues could include: perceptions and/or allegations of discrimination based on color, age, sex (to include sexual harassment and sexual/gender orientation), national origin, race, religion, political affiliation or disability condition; other forms of harassment; disruptive, threatening, or violent behavior; conduct associated with drugs and/or alcohol; and violations of other College Board policies and/or administrative

regulations/directives that do not have specified procedures in place.

The use of this procedure does not apply to student disciplinary actions outlined in the GCC Postsecondary Handbook and other issues, which are covered under separate Board policies and administrative regulations that have specific procedures in place. In the above instances, the Associate Dean responsible for overseeing Student Support Services (or designee), shall inform the student of the correct procedure to follow for the former and/or refer the student to the College official through whom the request should be addressed for the latter. Complaints against employees alleging forms of misconduct described in the GCC Code of Ethics (Policy 470) shall be referred to the Human Resources Administrator.

Whenever reasonably possible, a student who encounters a non-academic problem is encouraged to seek an informal resolution of the matter directly with the College employee or visitor. If the attempt to reach an informal resolution is not successful or if an informal resolution is not advisable, then the concern or issue can be filed at the Student Support Services Office during regular office hours in order to implement the following steps of the Formal Complaint Procedure:

Step One – Initiating a Complaint

- A) Complaint Initiation: The student has ten (10) working days from the date of the incident to file the complaint, utilizing the GCC Complaint Form, to the Student Support Services Office. All supporting documentation must be submitted with the GCC Complaint Form.
- B) Notification of Charge: Within five (5) working days, the School of Technology & Student Services (TSS) Associate Dean who oversees the Student Support Services Office (or designee) will begin the investigation and will meet with the person to whom the complaint is addressed (respondent) to inform the respondent(s) that a student has filed a formal complaint.

Step Two – Informal Resolution:

The TSS Associate Dean (or designee) will verify if the student and the respondent met earlier in an attempt to informally resolve the matter. If not, and if the student complainant agrees, within five (5) working days, the TSS Associate Dean (or designee) will attempt to schedule the meeting to allow for an opportunity for an informal resolution between the student and the respondent.

If a satisfactory resolution is reached through the informal meeting between the student and the respondent, both the student and the respondent shall sign or acknowledge receipt via GCC email of the written summary that verifies the resolution of the complaint.