The nature of the issue will influence where this will be resolved. Advisors should assure the student that all conversations are confidential.

Ask the student to be specific about the situation. Direct the student based on the nature of the situation.

**For example:** If the concern is really about class performance the issue may be one of teaching style or student/instructor personality. Give advice on how to get through the class and see the previous chart.

If the concern is with the instructor the issue may be one of possible harassment or discrimination. If this is the case then go with the student to the next level as indicated in the above chart. *All cases of harassment are to be reported to Human Resources. See the harassment policy at [http://www.otterbein.edu/intranet/HR/policies.aspx](http://www.otterbein.edu/intranet/HR/policies.aspx).*

If the concern is about the faculty member, the advisor and the chair need to take the time to listen to the student's concern. Take the time to understand the situation from the student’s perspective, but always be thoughtful about helping them understand that this may look very differently from the faculty member’s perspective. Always set a follow-up meeting. If you are the chair, take the time to review this fully with the instructor, understanding this from their perspective as well. Be sure to advise students that while reviewing this matter fully, a careful review might not change what the instructor is proposing, but may help the student understand why this is taking place (e.g., a “good” resolution does not always mean the student gets what they come in wanting; it does mean that they will understand why something is happening and how to best respond as a student. The student needs to be assured that we take their concerns seriously. If you find that a student is hesitant to talk you may want to begin the conversation with general questions on how they like school and then specific classes. Give the student feedback to help clarify the issues. If you feel that there is an issue that needs to be addressed at the next level then ask the student if they would like to take the concern to the next level. Always reassure them that we want them to have a positive academic experience.