

Called and left message @ 11:38 on 12/5/12
WJH

Student Complaint Form

Student's Name _____
Student's ID Number _____
Mailing Address _____
Primary Telephone Number _____
Primary E-mail Address _____

paranoid
paranoid diagnosis
Called and left message @ 9:36 on 12/13/12
WJH

Spoke w James
Called and left message @ 4:44 on 1/9/12

List the name of the individual against whom the complaint is filed.

(not really - somewhat)

Describe the nature of your complaint. (Be factual. Include names, dates, and other specific information.)

accuse of stalking written complaint to Mr. Cook about behavior
I note me up for what I feel was just stating in class
my opinion in an email on Sept. 6, 2012. The course was changed
to a hybrid class when it was I registered for in class. I also
feel the teachers and students gossip about what goes on in my
personal life and are hearing it from their colleagues or bosses.

Describe actions you have taken to resolve the issue.
I also feel that I
out what classes I registered for and get in my class. Something I don't
desire.

Sent email (informal) to _____ did not get response
I also talked to _____ boss _____ not aware of diagnosis.

Describe the desired resolution sought as a result of the complaint.

To quit always trying to make an example out of me and
get me in trouble for something that I did not do.

Signatures:

Student's Signature _____ Date 11-27-12

Received by J. Joy Farmer Date 12/5/12

Joy Hamm

From:
Sent: Thursday, September 27, 2012 4:25 PM
To: Earl Cook
Subject: Yesterday

Dear Mr. Cook,

I want to provide you with details on an incident that took place on Wednesday, September 20, 2012.

On yesterday, I had a verbal confrontation with my Student . During class, I quietly told that I needed to see him after class. His response was if it was good or bad? I responded by repeating "I need to see you after class." After all of the students left my class, Mr. Wood approached me to talk. I informed it was inappropriate to call me on Saturday morning at 8:30 am on my private phone. I then stated " , in my email to you, I have asked you to stop calling me, especially on a Saturday morning at 8:30 am." I reminded of my policy to contact me via email, before/after class or during my office hours. He stated he didn't receive the email that I sent him. I reminded him of his rude email to me and my response to him. He continued to say that I didn't respond and he didn't receive the email. I proceeded to explain to him that his emails were disrespectful with a rude tone. I expressed to him that "we have an Instructor/Student relationship and his tone appeared to be that of a peer-to-peer dialogue. I asked him to please in the future address me in an appropriate manner."

He continued to deny receiving the email, which prompted me to let him know that I would be glad to show him the email. Before I could show the email to l he burst into a tangent stating that no Instructors care about students, don't know how to communicate with students, that we only care about money and that all instructors were "dicks" (Please excuse the language, but this is a direct quote from). He told me that my emails and post are vague and he feels like I want him to read my mind. As I began to talk again, he would not allow me to explain myself. He stated I was making a mountain out of a mole hill.

After, trying to explain myself and my actions, he went on to state that I was picking on him because of his disability. He stated "I know you know I have one because s sent you the information." I did acknowledge that had informed me about his disability. I assured that I don't pick on students and would be extra sensitive to a student with a disability. Mr. Wood accused me of manipulating the situation. After going round and round with him, I made him aware that our conversation was not getting us anywhere and my biggest concerns now were him calling me on my personal cell and the disrespect. I reiterated that I would like for him to please contact me via email and if you need to speak with me directly, talk to me before or after class.

During the entire verbal confrontation, I was disrespectful, rude and combative. He was verbally abusive. He even went on to attack me personally stating I was a typical woman. He even shared with me that he and his Uncle laughed about me still being in bed at 9:30 a.m. on a Saturday morning. That in my opinion was not actions and/or words that he should have shared with me. I again expressed to him that this is not acceptable behavior. He retaliated by saying I was being disrespectful to him. I never raised my voice or used any profanity during our conversation.

Mr. Cook, please help me determine where to go from here to resolve this situation/behavior!

Thanks,

Memorandum

To: [redacted]
CC:
From: Earl Cook
Date: 10/1/2012
Re:

[redacted] and I had a lengthy telephone conversation concerning his alleged inappropriate behavior. He tried to explain his action but the conversation quickly converted to a "student code of conduct" understanding. In short, [redacted] assured me you would not have any further trouble from him.

I am sorry for you inconvenience and if you have any additional problem or concern, let me know.

Sincerely,

Earl Cook

Division Chair, Math/Science

On December 5, I received a student complaint filed by [redacted]. The complaint was mailed to Dr. Cannon, who forwarded it onto me. I called [redacted] twice (December 5 and December 13) and left messages requesting that he call to speak with me further about the complaint. These calls were never returned. I finally reached Mr. Wood on January 9.

Initially, [redacted] refused to meet with stating that he did not have time to come to campus to talk with me and indicating that he knew I would "just throw the complaint out any way." I was eventually able to convince him that I was concerned about the issues and, while he would not come to campus to meet with me, he did share more details about the event over the phone.

[redacted] was upset that the course was initially not meant to be a hybrid course but that he found this out later. He felt that [redacted] was not providing information to him that was needed for the course. He indicated that when he spoke with her about this that she accused him of stalking (due to a phone call her made to her personal cell phone) and that she told him she was sending a written complaint to Earl Cook about his behavior. [redacted]'s chief issue seemed to be that he did not want anything negative in his "school record." I told him that I would follow up with Mr. Cook to ensure that there was nothing inappropriate in his file. I also informed him that he had the right to inspect his student records at any time that he wished to see what was contained therein.

[redacted] was upset that [redacted] made comments about him in class, specifically related to his disability (he disclosed to me earlier in the conversation that he had a diagnosis of paranoid schizophrenia). He stated that he had spoken to Vickie Williams about this issue but that he did not believe that she had done anything about it. I told [redacted] that I would follow up with Ms. Williams as well.

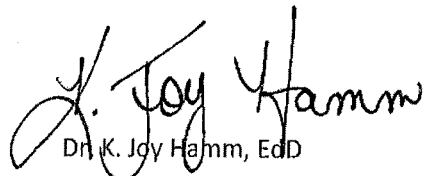
[redacted] indicated that he felt that someone was informing [redacted] of his class schedule so that they were in the same classes. I asked [redacted] which classes they had been in together, and he indicated only Math 101 and Math 102. I asked [redacted] what classes he was taking this spring. He stated only one – a psychology course in mini term two. I told [redacted] that if [redacted] is in that class that he should immediately contact me and we would work on a solution to insure that he felt comfortable in the classroom.

At the end of the conversation, [redacted] seemed much calmer in his demeanor. He even apologized to me for the way he initially spoke to me. He seemed satisfied with my resolution to the issues.

I spoke with Ms. Williams regarding [redacted]'s complaints about [redacted]. She indicated that [redacted] had, in fact, spoken to her about these issues. At that time, she conducted a face-to-face meeting with him and explained that diagnoses are not revealed to faculty members, only required accommodations. Ms. Williams stated that she felt that the matter had been resolved to satisfaction after their conversation.

I also spoke with Mr. Cook. He indicated that [redacted] had notified him of some behavioral issues related to [redacted] in [redacted] class (her account is attached to this report). Mr. Cook responded by speaking with [redacted] on the phone. In this conversation, [redacted] seemed to acknowledge his

behavior as inappropriate and assured Mr. Cook that not further issues would occur. (A copy of the memo from Mr. Cook to _____ relaying this information is attached to this report.



Dr. K. Joy Hamm, EdD
Dean of Student Services

1/16/13