

STUDENT SUPPORT RESOLUTION OFFICE

The Student Support Resolution Office at Cuesta College is designed to provide critical resources and support for students to assist in educational goal completion. The Student Support Resolution Coordinator can assist students with the following services:

- Support with securing financial, housing, food, employment, and acute care/mental health counseling resources;
- Support facilitating communication between students and faculty;
- Support connecting with academic counseling and tutorial support services;
- Support in following established procedures when a student has a complaint;
- Support in connecting with other campus/community based resources based on student needs;
- Information on time management, college success study tips, stress management, and life/study balance.

The Student Support Resolution Office is here for students!



STUDENT SUCCESS RESOLUTION AND RESOURCES

SLO CAMPUS

Building 3100 | Room 3178

NORTH COUNTY CAMPUS

Building N1100 | Room 1107

student_services@cuesta.edu

(805) 592-9593



Student Success &
Support Programs



STUDENT COMPLAINT RESOLUTION PROCESS

Have concerns related to:

- A class?
- Campus policy?
- Another student?
- A staff or faculty member?
- Sexual harassment?
- Discrimination?

FOLLOW THIS INFORMAL RESOLUTION STEP-BY-STEP

1. SPEAK WITH THE INSTRUCTOR/STAFF

Academic Concerns

If you are able to, please speak with the instructor (phone/email/person).

Non-Academic Concerns

Speak with the Supervisor of that Department.

Title IX

Any sexual harassment, discrimination, or sexual assault, please fill out the form using the QR Code below. Reports will require your information in order to move forward. Skip to Step 4.

IF THREAT IS IMMEDIATE, PLEASE CALL CAMPUS PD AT 805-546-3911 OR 911 IF OFF CAMPUS.



2. WHAT IF I CANNOT INTERACT WITH THE SPECIFIC PERSON OR NOTHING WAS DONE?

Academic Concerns

Speak with their Division Chair. You can find this information under "Academic Divisions" on Cuesta's website.

Non-Academic Concerns

Speak with the Director/Dean of the program/department.

3. WHAT IF THERE WAS NO SOLUTION?

If you feel you need further support, please fill out a Student Complaint and Resolution Form on Cuesta's website or you can scan the QR code below to take you directly to the form. You may need to log into your Cuesta account. Reports will require your information in order to move forward.



4. WHAT HAPPENS NEXT?

Once form is submitted, the Student Support Resolution Coordinator will reach out to the student directly and discuss next steps in meeting with the Dean of that Department or direct to the proper resources to receive appropriate support.

5. IF RESOLUTION WAS NOT SATISFACTORY, SUBMIT AN APPEAL (AFTER STEPS 1-4).

Academic Concerns

Submit a written request for an appeal to Student Support Resolution Coordinator and it will be coordinated with the Vice President of Instruction.

Non-Academic Concerns

Submit a written request for an appeal to Student Support Resolution Coordinator and it will be coordinated with the Vice President of Student Success and Support Programs.