

**Sam Houston State University
Non-Academic Grievance Form**

Submitted on August 10, 2023 at 1:54:24 pm CDT




Nature **Non-Academic Grievance**
Urgency **N/A**
Incident Date and Time **2023-08-07 7:45 AM**
Incident Location **ONLINE Financial Aid & Cashiers offices**

Reported by

Name:
Title:
Email:
Phone
Address:

[UNAUTHENTICATED]

Involved Parties

		
Victim	N/A	
Financial Aid Department ()	financialaid@shsu.edu	936 294 1774
Alleged		
Cashiers Office ()	cashiers@shsu.edu	936 294 1083
Alleged		

I'm having difficulty with:
an SHSU department

Have you attempted to address your concern and how?
By showing up in person, calling, and sending emails.

In the space provided below, describe the nature of your difficulty. Please include as much detailed information as possible regarding your situation (i.e. names, dates, etc.).




On Monday, August 07 my classes were dropped, "Fall 2023" Right after I received the text message, I called the cashier's office to see what was going on. I was told that the reason why my classes were dropped was because of insufficient funds from my "Summer 2023." I tried explaining to them that my money was there because I had called previously to make sure everything was fine. After a long back and forth they transfer me to Financial Aid, only to hear that the money was sitting there, and it was never taken by the cashier's office, I was put on hold for a long time until the lady told me to give her my number, because the hold was getting long and they were trying to figure out why the money never went out. After a couple of hours, the lady from Financial Aid called telling me that they had figured it out and that the cashier's office received the money, and that I could register for classes again. Here's when I tried asking for help from the department to see if they could get me back into my original classes since it was not my fault. At the same time, I never got a concrete answer about what actually happened in the background. Again, she told me there wasn't anything else they could do regarding my original schedule.

In my search for help and not knowing what to do, I emailed my organic chemistry professor to see if she could help me to get back into her class, "I explained in the email what happen" she replied by saying there was nothing she could do because she has nothing to do with enrollment and to get waitlisted in the class with the lees amount of waitlisted people since the class I was signed up for originally was the one with longest waitlist. After that, I called the Chemistry department and they didn't help at all. I was even told to

look for help in my department since I wasn't a chemistry major.

I called my department "Biology" and they were very nice and helpful and willing to help, I was able to get into 1 of the 2 biology classes I had, due to the chemistry class, because now in order to have some hope I had to waitlist myself for the 1:00 PM class and the lab from the Biology class overlaps with that Biology course I registered for "Biol 3480." Basically, if someone would've helped me to get back into Organic Chem at 11:00 am I would have been able to register back into the 2 Bio classes.

Again, I called the cashier's office looking for some help from above, after long wait times and back and forth, there was no help out of it. I asked them to at least tell me what happened to the money. "they said financial aid did not disburse the money until that same day "Monday 07." I keep getting lots of "I can understand your frustration," but no action towards fixing a situation.

The next morning, Tuesday 08 I went in person to the Financial Aid office looking for help and seeing if they could provide me with an actual reason for what happened and back me up to solve the situation. After the lady at the front desk looked for over 30 min what actually happened "It come to an end that it was all a technical issue, the money was supposed to go out automatically and for some reason, it require to be done manually." I would love to add that the two people at the front desk were super nice and understanding. Follow to that she took me to the register office sicking for help and explained to them what happened. There, I talked to the front desk named Maira "very nice lady" and some other people who were also very nice and helpful to me. They told me they were going to try their best to help and that they were going to get back to me.

Yesterday, Wednesday 09 I waited all day to see if would get some news, didn't hear back from them, so I called today and the lady who answered the phone provided me with the suggestion of writing this email. I hope someone can help me with this situation.



Pending IR #00002988

Submitted from 47.220.218.14. Processed by routing rule #11. Routed to [REDACTED] Associate Dean, Student Conduct & Director of Restorative Practices.

From: [REDACTED]
Sent: Tuesday, August 15, 2023 1:26 PM CDT
To: "2023003901+shsu@efc.maxient.com" <2023003901+shsu@efc.maxient.com>
Subject: FW: Non-Academic Grievance
Attachment(s):

From: [REDACTED]
Sent: Tuesday, August 15, 2023 1:24 PM
To: [REDACTED]
Subject: RE: Non-Academic Grievance

Confirmation of receipt.

Thanks,

[REDACTED]
Associate Dean of Students for Student Conduct & Director of Restorative Practices
Dean of Students' Office
[REDACTED]



Sam Houston State University

Strategic Connectedness Belief Discipline Responsibility
StrengthsQuest™

From: [REDACTED]
Sent: Tuesday, August 15, 2023 12:23 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Non-Academic Grievance

Good afternoon,

We received a request from the President's office for this student. We have worked with the Registrar's Office and they are re-enrolled in their fall courses. This has already been resolved.

Thank you,

[REDACTED]



[REDACTED]
Financial Aid and Scholarships
Sam Houston State University
[REDACTED]

We are what we repeatedly do. Excellence then, is not an act, but a habit. – Aristotle

From: [REDACTED]
Sent: Tuesday, August 15, 2023 11:28 AM
To: [REDACTED]
Subject: Non-Academic Grievance

Greetings,

Attached is a Non-Academic Grievance that was submitted to the Dean of Students' Office. If you would like for me to send these to another team member moving forward, please let me know.

Best,

[REDACTED]
Associate Dean of Students for Student Conduct & Director of Restorative Practices
Dean of Students' Office
[REDACTED]



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