

Armijo, Alicia, HED

From: Armijo, Alicia, HED
Sent: Tuesday, December 3, 2024 1:34 PM
To: Ashley Campbell
Cc: Kovnat, Peter, HED
Subject: RE: [EXTERNAL] Student Complaints

Hello Ashley,

Thank you for your question below. HED does maintain an archive of student complaint files in digital format. I am copying in HED's Records Custodian Peter Kovnat who might have more info to add.

Best,

Alicia Armijo

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Fostering Student Success from Cradle to Career

From: Ashley Campbell <acampbell2@unm.edu>
Sent: Monday, December 2, 2024 10:17 AM
To: Armijo, Alicia, HED <Alicia.Armijo@hed.nm.gov>
Subject: [EXTERNAL] Student Complaints

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Hello Alicia,

I hope you're doing well. I'm currently reviewing the NMHED proposed changes for student complaints and have a few questions about how complaints are handled here at UNM. As you know, UNM Online follows the NCSARA complaint process, but I was hoping you could clarify something for me. While looking over the UNM procedure D175: Undergraduate Student Conduct and Grievance Procedures, I wanted to ask if your department retains student complaints, and if so, what is the process for storing them? Are they kept in a database?

I look forward to hearing from you. Best,

Ashley Campbell

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