This preliminary report includes a description of the role of the Student Advocate’s Office, a brief summary of student areas of concern and actions taken to address those areas.

**About the Student Advocate’s Office.**

The Student Advocate’s Office (SAO) was created to informally assist students in resolving problems, conflicts and other challenges that may arise within Student Success.

The role of the Student Advocate is to serve as a resource and designated neutral party for students who may have a Student Success-related concern or problem. Issues may include interpretation of Alamo Colleges’ policies and procedures, administrative matters, customer service complaints, and referral assistance. The Student Advocate works with students to resolve issues by identifying options and strategies, offering information and guidance, and providing life skills education and training.

**Areas of Concern.**

Although the office has not been officially advertised, students were either referred to the Student Advocate or heard about the position by word of mouth. Eight students with the following complaints/concerns were served on a walk-in or appointment basis:

- Alleged Plagiarism
- Faculty Complaint (Professionalism)
- Faculty Complaint (Harassment, Lab Registration Issue)
- Maintenance, Cypress Campus Center Elevator (Power Outage, Student Stuck in Elevator)
- Religious Profiling (Campus Police)
- Sexual Harassment (Faculty to Student)
- Staff Complaint (Financial Aid Office, Customer Service, Inconsistent Information)
- Staff Complaint (VA Office: Customer Service, Inconsistent Information)

**AREAS OF CONCERN**

- **Academic**: 50%
- **Student Success**: 12%
- **Facilities**: 12%
- **DPS**: 13%
- **Financial Aid**: 13%
Actions Taken.

In all 8 cases, students were provided with information and/or clarification regarding District and College policies and complaint procedures. In addition, students were referred to the appropriate academic department chair, the Vice President for Academic Success, the Vice President for Student Success, the District Chief of Police, the Student Advocate for Financial Aid, or the next-level supervisor. The maintenance complaint regarding the CCC elevator was reported to District Facilities Services.