

e-Learning Student Issue Resolution Process

In the course of instruction of an online course, you may encounter student issues. What follows are the appropriate processes to use in handling these situations.

Instructors are the front-line when handling student issues. Issues should not be escalated until you have attempted to resolve the issue. In cases where escalation is necessary, student issues should be escalated along these lines:

***All current contact information can be found in the *Contact Information* section of this document.**

Instructor Complaints/Content or Academic Issues

These types of issues should be submitted to the Dean of e-Learning Faculty.

Access Issues

These issues should be submitted to the OCC Help Desk

Phone: 1-866-861-1122

Technical Issues

These issues should be submitted to the Pearson Help Desk

Phone: 1-888-955-6480

