California State University
SAN MARCOS

DEAN OF STUDENTS OFFICE

The Dean of Students Office offers a multitude of information, resources and support for students. One of those areas is regarding how to address or resolve an issue or concern with an instructor or course. We recommend that students follow the Informal Resolution Process to resolve course or instructor (virtual or in-person) issues.

1. *The student needs to share their concerns (with a solution, if possible) with the professor and attempt to reach a resolution.*
2. *If resolution is not reached with the instructor, the next step is for the student to share their concerns regarding the instructor/course with the department chair.*
3. *If the issue persists, the last step of the Informal Resolution Process is for student to email the associate dean of the college and/or schedule an appointment (virtual) with the associate dean to discuss the matter.*

Most matters can be resolved through the informal process. The Dean of Students Office offers coaching to students on this process as we3ll as can provide contact information for department chairs, program directors or associate deans, if the student is unable to locate on the CSUSM website.

Dean of Students Office
(760)750-4935 or dos@csusm.edu

College of Business Administration (CoBA)
(760)750-4242 or cba@csusm.edu

College of Humanities, Arts, Behavioral and Social Sciences (CHABSS)
(760)750-4200 or chabss@csusm.edu

College of Education, Health and Human Services (CEHHS)
(760)750-4311 or cehhs@csusm.edu

College of Science, Technology, Engineering and Mathematics (CSTEM)
(760)750-7200 or cstem@csusm.edu