



HLC: 21 Days and Counting...Did You Know?
October 28, 2013

Did you know that through the new MAVzone login page, students have easy access to help with common concerns, including requesting a housing repair, asking a librarian for research assistance, and filing a formal complaint?

Self-Study Report, Appendix B – Federal Compliance, Section 2.A: CMU's Handling of Student Complaints. CMU takes student complaints seriously. Historically, CMU has relied on a decentralized model for addressing student complaints, based on the belief that most complaints are effectively resolved informally by individuals closest to the situation... The University's administration expects that a timely response be made as part of an effort to reach a satisfactory resolution before a student complaint reaches the central administration level. This approach has prevented most problems from rising to the status of a formal complaint...

Following the most recent analysis of student concerns, the University concluded that 1) access to support information and applications was scattered across department websites and MAVzone tabs, and 2) there was a need to consolidate the various campus help applications, improvement suggestion forms, and formal complaint procedures on to a single web page. This was accomplished by placing support web links on the login page of MAVzone, CMU's student web portal, and providing single sign-on to those services requiring authentication...

To learn more:

- Click here to [read](#) more of the PDF version of the report.
- Click here to [read](#) the related core-component in the web-version of the report.

Please note that in the Self-Study Report, maroon text indicates the HLC's criteria for accreditation, while CMU's response is in black text, with links to supporting documentation identified by blue text (available only in web-version of the report in MAVzone).