Resolution Center Form
Effective: 03/01/2022

The Resolution Center, formerly known as the Student Dispute Resolution Center, supports current and former students, applicants, and prospective students who need to report a concern or request support from the University of Arizona Global Campus (UAGC). The Resolution Center assists in resolving concerns that may include, but are not limited to, the implementation of policies and procedures, academic concerns that may arise in the classroom, or student account related matters. UAGC requires the submitter to attempt to work through these matters with all individuals involved prior to completing this form.

Submission Instructions:
Complete the form below in its entirety. Attach all relevant documentation, including email communication with the individual(s) involved to this form and send via email to: resolution@uagc.edu or via fax to 877.884.3421.

Please note: This process may include a discussion with a Resolution Center Representative. If you choose not to engage in the process completely, your concern may not be eligible for further review.

Student Information:
First Name: ___________________________ Last Name: ___________________________ Student ID: ___________________________
Phone: ___________________________ Email: ___________________________

Subject of Complaint: (Check all that apply)
☐ Academic (Instructor Concerns, Grading, etc.) ☐ Financial Services (Financial Aid, Military Benefits, etc.)
☐ Access & Wellness (Accommodations, Disability-related, etc.) ☐ Student Accounts (Billing, Collections, etc.)
☐ Enrollment Services ☐ Student Services (Academic Advising)
☐ Discrimination ☐ Other ___________________________

Student Statement:
Please type a description of your concern(s) and be as detailed as possible. If your statement does not fit in the space provided below, please submit your statement along with any relevant documentation to this form.

COM-2942
Individuals Involved:
List all individuals involved, including instructor, class, and date; if relevant.

Desired Outcome:
What outcome do you feel will best address your concern(s) and ensure that you are supported in the achievement of your goals.

Acknowledgement:
I certify that:

☐ I have attempted to address my concerns with the individual(s) involved before submitting this form.
☐ I have attached all relevant documentation to this submission.

Thank you for sharing this information with us. We strive to provide resolution.