

Records of complaints and/or suggestions made by students.

In my experience in the institution, usually a complaint or request to resolve a situation of disagreement by a student traditionally has been reported in several ways:

- 1) Individually, either as a direct conversation or through a written communication (email or letter) primarily to the school director or academic program coordinator. This also happens in the classroom environment, within the classroom, where some students confidently express complaints and / or suggestions to teachers on various aspects of the institution.

No Evidence.

- 2) One of the most important mechanisms in which students express their complaints, comments and suggestions is the Satisfaction Study, which is administered every semester. These instruments contain specific sections, where students can voice their complaints and comments

Evidence 2: Two evaluation instruments are included, administered in 2010-1 and 2011-1, as well as their corresponding results.

- 3) Via the faculty evaluation system.
For the undergraduate level, students in their evaluation questionnaire may manifest in writing, complaints and / or suggestions, especially on issues relating to the dynamics and needs of their classes, in an open format for comments. These comments are distributed by human resources to the school deans for their information and possible follow-up.

No Evidence. For the undergraduate level the comments may be in the possession of the school deans (they are not captured electronically).

In the case of the Graduate level opinions and suggestions regarding faculty are also gathered, when conducting the evaluation, and these also incorporate suggestions for the teacher and the administrative department of graduate studies.

Evidence 3: For graduate, the global results of the 2011-3 trimester are included as well as a sample from one particular faculty member.

- 4) Doing a little research, another possible source is the questionnaire applied twice a year so students can evaluate the "enrollment process". The Information Technology Department applies this during enrollment and in this evaluation there may be found suggestions on this particular topic.

Evidence 4: Enrollment evaluation processes for 2011

- 5) Another mechanism used by students is the expression of comments, complaints and suggestions made via the email address: comunicacionmxl@cetys.mx, found in the electronic Vocetys magazine. Here in the different notes that are published, the student can make comments and suggestions in the "leave your comment" section. All these comments, suggestions and complaints are sent by the WebMaster to the appropriate area for monitoring and / or response.

Evidence 5: Some comments and complaints by students are included, provided by the communications department.

- 6) Another source to consider for suggestions and complaints is the evaluation questionnaire done by the Library using the Libqual system in 2009, regarding their services. In the results, observations by students are registered. It is very specific to this topic and was only done in 2009.

Evidence 7: Information regarding Libqual 2009 results

Document created by Mauro Chavez (October 2011)