



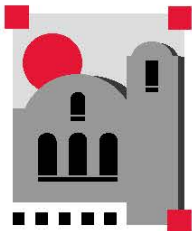
Complaint to dean please print and deliver for me [REDACTED]

1 message

Thu, Mar 30, 2017 at 9:37 AM

[REDACTED] >
Reply-To: [REDACTED]
To: [REDACTED][REDACTED]
Student # [REDACTED]
3/20/17
Student Complaint: for Rosio Becerra

The purpose for this complaint is that I have been discriminated against for my mental health conditions. I have been suspended from Santa Ana College, the Fall 2016 and Spring 2017 semester. I have been treated unfairly and rudely by Mr. John Acuna for trying to get help for University transfer information at the VRC. I have been harassed and profiled and treated like a criminal by Santa Ana college security for showing up to a music lab i was assigned to do. I have done everything asked of by Rosio Becerra and the Hearing Panels from the fall 2016 and Spring 2017, and all of my chances of trying to make my grades up and get prepared to transfer has be compromised. All of my chances of trying to accomplish my goals has been nothing but set backs for me and my education. Im still in the process of trying to be re-instated but its been a very strenuous and lengthy because all i asked was to be able to assume my classes and i still suffer from the loss of my studies. No chance to make up my GPA or complete my certificates. The college where i needed the help from has failed me instead of trying to help me transfer i get kicked out of school with no help on transferring. I was told by Rosio Becerra to go meet with teachers to see if i can get back into my classes i was able to get back into them. I was dropped from Music 111 and re-instated by Mike evrette and my Piano class, and now having to drop them again. I was able to file a compliant with Americans with Disabilities Act for the department of Justice because i believe that i was discriminated and profiled against by counselors and security. i was suspended for the second time in the Spring 2017 i had already been suspended for 2 weeks before the Board hearing and should have been re-instated then i have done nothing wrong. There would not be a student on campus if they for the use of bad language i was the one security used the regulation on. I suffer from missed information on financial aid and my chances of approval to Cal State University is slim. no even an chance to get my money back for the books and codes i spent to have for my classes. I also get the run around trying to meet the standards of Rosio Becerra and my Mental health professionals making it impossible to accomplish what i need to in a manner-able amount of time Having to acquire documentation from a VA Doctor and get upset at me for even asking and then having to wait full length time to have my documents read and get approved by the dean. i cant get anything accomplished when things are impossible to accomplish on both ends,my hands are tied.



SANTA ANA COLLEGE

1530 West 17th St. • Santa Ana, CA • 92706-3398 • (714) 564-6000 • www.sac.edu

April 4, 2017

Dear [REDACTED]

I am writing to let you know that I received a written Gmail message that was delivered to my office on Thursday, March 30, 2017 titled, "Student Complaint: for Rosio Becerra". In carefully reviewing your letter, I believe that you are making two complaints.

The first is that you believe you were treated rudely by a SAC counselor, Mr. John Acuna last fall. I understand that you wanted to make a complaint through the Office of Student Life with Associate Dean Rocio Becerra but that you missed the deadline and were not able to move forward with the complaint.

The second complaint is that you feel you were treated unfairly by the RSCCD Safety Officers on campus over the February 2017 President's weekend holiday. We processed that complaint and I served as the Grievance Panel leader and personally delivered the grievance resolution letter to you on campus later that week (a copy is attached).

I am not sure if you have another issue that you want to bring forward at this time, but in case you do, I am attaching a copy of the grievance form so that you can submit it to my office. If you have any questions about this, I will do my best to help you. You should have received a separate message from the Office of Rocio Becerra yesterday regarding your reinstatement to SAC for the Spring semester with important instructions about getting back into classes and successfully completing the semester. Please contact my office if you have any questions about what this letter means or how you should respond.

Sincerely,

Sara Lundquist, Ph.D.
Vice President, Student Services

Attachments:

1. March 30, 2017 Complaint Letter
2. SAC Blank Student Grievance Form
3. Grievance resolution letter from March 10, 2017

Cc: Dean Alicia Kruizenga
Associate Dean Rocio Becerra

PRESIDENT: Linda D. Rose, Ed.D.

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT BOARD OF TRUSTEES:

Claudia C. Alvarez • Arianna P. Barrios • John R. Hanna • Zake Hernandez • Lawrence "Larry" R. Labrado • Nelida Mendoza • Phillip E. Yarbrough

CHANCELLOR: Raúl Rodríguez, Ph.D.



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April 27, 2017



Digital Media Center
1300 S. Bristol St.
Santa Ana, CA 92704-3424
(714) 241-5812

Centennial Education Center
2900 W. Edinger Ave.
Santa Ana, CA 92704-3902
(714) 841-5700

Basic Fire Academy
18301 Gothard St.
Huntington Beach, CA 92648
(714) 841-9645

**CJTC-Orange County Sheriff's
Regional Training Academy**
15991 Armstrong Ave.
Tustin, CA 92782
(714) 566-9200

Dear [REDACTED]

The purpose of this letter is to let you know the results of the Student Grievance Hearing that was held at your request on Tuesday, April 25 at 3:00 p.m. at Santa Ana College. Previous to the hearing you submitted a number of concerns in writing (attached) that the committee read and we reviewed as a group as part of the hearing to determine more clearly the action or response that you were seeking from the college.

As a result, we determined that you would like Santa Ana College to:

1. Improve the ability of the college to quickly validate required letters associated with readmission after disciplinary procedures by requesting an e-mail from the author of the letter.
2. Provide a form letter to such persons that would expedite the completion of the required content.

The college has agreed to take these steps and hopes that they will support any future students who are working to get reinstated at Santa Ana College.

I also want to note that, although not related to the grievance hearing itself, Professor Renee Miller walked with you after the hearing to the DSPS office to help you set up an appointment with the DSPS counselor to review your academic coursework, focus on success strategies for the rest of the semester and consider future transfer goals. I wrote to you by e-mail yesterday to provide you with the Spring semester's drop date deadline should you need to let any of your courses go this term. I hope very much that the work you are doing in the Math Center and the extra supports will take you successfully to the finish line and that you will continue to make progress towards your long-term academic and career goal.

Sincerely,

Sara Lundquist, Ph.D.
Vice President, Student Services

Attachment: Grievance form

CC: Student File [REDACTED]
Dean, Alicia Krueger

PRESIDENT: Linda D. Rose, Ed.D.

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SANTA ANA COLLEGE

Student Grievance Form

4/7/17 - 12:03 pm
Rosalia dropped off - K. Scott

Part I: Please describe your grievance providing all pertinent details including times, dates, and critical facts.

A lot of time has past passed for me to achieve my goals (education). My main objective was to make-up classes and finish my certificates before I transfer. I missed a lot of critical information on on deadlines getting through admissions and financial aid, because I had no knowledge on getting things prepared before I transfer. I had no access to help from school because I was suspended for 2 semesters Fall/2016 - 2017 (Spring)

Part II: Please summarize the remedy you are seeking.

at this point with my GPA I might have to wait another year to apply to a University. I'm going to finish my online and 1 music class this semester. If I don't get accepted I'm dropping out of school.

Part III: Processing Instructions - Submit this form (and any attachments) after signing and dating it to the Office of the Vice President of Student Services at Santa Ana College at VPStudentServices@sac.edu. The procedures described on the preceding page will be followed.

Submitted by: [Redacted] Print Name

[Redacted]

Best way to be reached (email, address or phone, etc.) SAC Student ID #
[Redacted] 4/5/2017
[Redacted] Date

Part 1: ^{of gaining. She doesn't care if I drop}
^{my classes or not. And not interested in the ones I do}
I spent alot of my time trying to ^{save} my
Classes and meeting with my instructors only
to have to drop them ~~again~~ my classes again.
My wife was somehow able to get a copy
of a doctors letter that I could not
get myself. I emailed the letter to Rosio
Bocerra Wednesday of March 29 2017 and
I received no response or nothing acknowledging
that she received it and can process it
in within a timely manner. Submitting documents
and letters to Rosio is the worst. Very time consuming
and not even sure if it'll be cleared because I can
control what doctor write into the letters. Even in
the 2017 intercession, I submitted my doctors
letters two of them at least a week before
Spring Break. I didn't know I could attend
winter
2017 intercession because it was apart of my
spring ~~term~~ ⁽²⁰¹⁶⁾ Fall Semester Suspension. When I was so
I was only suspended for the Fall 2017. Rosio might
have other students to worry about as well, but I
done everything Rosio had asked me for to do. I sent
a copy of my doctors to Rosio on Monday April 3,
2017 at 8:30am believing Rosio hasnt ^{seen} my email
I even called Maria to confirm that Rosio
at least got the letter which they did. I didn't
hear anything until the next day.