



Ranger College Dual Credit

How to Resolve an Issue in Your Dual Credit Course

When something isn't going right in your **Ranger College dual credit course**, don't wait—**address it right away**. College instructors expect students to speak up when they need help, and learning how to advocate for yourself now will benefit you later. Follow the steps **in order** to ensure your concern is handled quickly and correctly.

1. Contact Your Instructor First

Send a **clear, respectful email** to your professor that includes:

- Your full name
- Course name and section
- A brief explanation of the issue
- Any helpful details or screenshots

Allow **24–48 hours** for the instructor to respond.

2. If You Don't Receive a Response or the Issue Isn't Resolved

Email the **Dean who oversees your course**. Include:

- A copy of your original message to the instructor
- The date you contacted them
- A brief explanation of what is still unresolved

Allow **24–48 hours** for the dean to respond.

Dean Contacts & Oversight Areas

Dean of Humanities – Dr. Lance Hawvermale

lhawvermale@rangercollege.edu

English, Communications/Speech, Spanish, Music, Art, Developmental English

Dean of Natural & Physical Sciences – Mrs. Gretchin Geye

ggeye@rangercollege.edu

Biology, Chemistry, Physics, Geology, Anatomy & Physiology

Dean of Workforce & Outreach – Mrs. Kim Sandford

ksandford@rangercollege.edu

Welding, Automotive, Drone, Cosmetology, Machining

Dean of Allied Health – Dr. Sandra Lee

slee@rangercollege.edu

LVN, Medical Terminology, ADN, EMT

Dean of Mathematics – Mrs. Jessica Brown

jbrown@rangercollege.edu

College Algebra, Statistics, Calculus, Developmental Math, Business Math

Dean of Social Sciences – Mr. Jonathan Roach

jroach@rangercollege.edu

Business, Criminal Justice, IT, Accounting, Government, History, Psychology, Sociology

3. If the Issue Still Isn't Resolved

Contact your **high school counselor**. They will review the situation and work with the Dual Credit Coordinator and the Vice President of instruction to move the concern forward. The contacts are provided below.

Dual Credit Coordinator: dc@rangercollege.edu

Vice President of Instruction: Dr. Prochaska dprochaska@rangercollege.edu

Important Reminder

Skipping steps slows down the entire process. Always start by contacting your **instructor first** before escalating the issue.