

STUDENT COMPLAINTS AND APPEALS

Youngstown State University is committed to the continuous improvement of the services it provides to its students. On occasion, a student may have a complaint regarding the fairness or quality of service they received. Students are encouraged to share their concerns pursuant to this policy so that the university may address issues in a timely and professional manner.

If students experience a problem on campus, they are encouraged, but not required, to try resolving it by speaking directly with the staff, faculty member, or administrator with whom they have had an issue. If the problem still exists, the following resources are provided to aid a student in coming to a resolution.

Academic-Related Complaints (Excluding Grade Appeals)

Academic-related complaints are student complaints related to fulfillment of responsibilities or to services provided by departments within academic affairs, including but not limited to academic colleges, academic departments, student success, distance education, library, mathematics assistance center, reading and study skills, and writing center.

Students can submit a complaint here. (https://cm.maxient.com/reportingform.php?YoungstownStateUniv&layout_id=2)

YSU will keep student information confidential to the fullest extent of the law. Students who desire to make an anonymous complaint are encouraged to use YSU's [ethics reporting process](https://secure.ethicspoint.com/domain/media/en/gui/49559/) (<https://secure.ethicspoint.com/domain/media/en/gui/49559/>), which is hosted by a third party and can maintain students' anonymity.

Academic-Related Complaints with Grade Appeals

Student complaints concerning academic matters related to material deviation from the grading scale or weight distribution indicated on the course syllabus by the faculty member, to the detriment of the individual student or the entire class, or involving material deviation of faculty contractual obligations as specified in the article on Teaching Rights and Responsibilities in the Faculty Collective Bargaining Agreement, to the detriment of the individual student or the entire class, must follow procedures outlined here (<https://catalog.yzu.edu/undergraduate/general-information/academic-policies-procedures/academic-grievances/>).

Tuition Appeals

Any withdrawal or reduction in academic hours **after** the posted schedule will not be entitled to a reduction of charges and/or refund unless an Application for Involuntary Withdrawal is submitted and approved by the Fees and Charges Appeal Board. All decisions made by this board are final and binding.

If a student withdraws for reasons beyond his or her control (e.g., illness, military service, job transfer, or shift change imposed by the employer that creates a direct conflict with the class schedule), the fee charges may be reduced in proportion to the number of weeks enrolled, upon submission and approval of an application for involuntary withdrawal.

An application for involuntary withdrawal can be processed only for courses in which the student has already received a grade of "W" (withdrawn). Applications for involuntary withdrawal will be considered only for terms falling within the immediately preceding **one-year time period** (three semesters). Appeals pertaining to terms beyond this one-year time limit will not be accepted. All applications for involuntary withdrawal must be

documented, and applications are processed only by mail on forms provided by Office of University Bursar. Address such correspondence to:

Fees and Charges Appeals Board
c/o University Bursar
Youngstown State University
One University Plaza
Youngstown, OH 44555

More information can be found here (<https://catalog.yzu.edu/undergraduate/general-information/tuition-fees-charges/>).

Discrimination, Harassment, or Retaliation

Faculty, staff, students, or others who experience discrimination, harassment or retaliation have several options for reporting such concerns. Inappropriate student behavior may be reported to either the Office of Student Conduct (any such behavior), or the Title IX office (including any behavior based on sex or gender, such as sexual harassment, sexual assault, stalking, etc.).

Inappropriate behavior by faculty, staff, or others should be reported to the Office of Equal Opportunity and Policy Development, Title IX, or Human Resources. If the reporting party feels they are in danger, they should also contact YSUPD.

More information can be found here (<https://catalog.yzu.edu/undergraduate/general-information/statement-equal-opportunity-policy-compliance/>).

Non-Academic Complaints

A non-academic complaint is a student complaint related to the services and responsibilities provided by the departments and divisions of budget and finance, enrollment management and planning, equal opportunity and diversity, facilities, human resources, multicultural affairs, and student experience.

Other Complaints

Complaints or concerns not listed here can be filed through YSU's reporting system (https://cm.maxient.com/reportingform.php?YoungstownStateUniv&layout_id=2). YSU will keep student information confidential to the fullest extent of the law. Students who would like to make an anonymous complaint are encouraged to use YSU's [ethics reporting process](https://secure.ethicspoint.com/domain/media/en/gui/49559/) (<https://secure.ethicspoint.com/domain/media/en/gui/49559/>), which is hosted by a third party and can maintain student anonymity.

Complaints to External Agencies

Student Complaints to the Ohio Department of Higher Education

The Ohio Department of Higher Education (ODHE) is responsible for responding to formal complaints against public, independent non-profit and proprietary institutions of higher education in Ohio. Although the ODHE has limited authority over colleges and universities and cannot offer legal advice or initiate civil court cases, the Chancellor's staff will review submitted complaints and work with student complainants and institutions.

Complaints not under the Chancellor's jurisdiction:

- Complaints filed more than two years after the incident
- Grade disputes
- Student conduct violations
- Criminal misconduct
- Violations of federal law

If a student is unable to resolve a complaint through YSU's established complaint process, the student should contact the Ohio Department of Higher Education to use the online complaint form (<https://www.ohiohighered.org/students/complaints/>).

Student Complaints to the Pennsylvania Department of Education

For additional information, contact:

Pennsylvania Department of Education

Bureau of Postsecondary and Adult Education

333 Market Street, 12th Floor

Harrisburg, PA 17126-0333

If a student is unable to resolve a complaint through YSU's established complaint process, the student should contact the Pennsylvania Department of Education to use the Higher Education Complaint Form (<http://www.education.pa.gov/Documents/Postsecondary-Adult/College%20and%20Career%20Education/Colleges%20and%20Universities/Higher%20Education%20Complaint%20Form.pdf>).

Student Resources:

Student Outreach Support (<https://ysu.edu/student-experience/student-outreach-support/>)

Director: Nicole Kent-Strollo

Kilcawley Center 2101

(office) 330.941.4721

(cell) 330.717.2613

Student Government (<http://sga.ysu.edu/>)

The YSU Student Government supports students and assists them with the proper procedures regarding the filing of and hearings for academic related complaints with grade appeals. For more information, click here (<http://sga.ysu.edu/>).

Contact for Questions/Concerns

Office: Dean of Students

Location: Kilcawley Center

Website: https://ysu.edu/student-experience/student-outreach-support
(<https://ysu.edu/student-experience/student-outreach-support/>)