

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 they prefer not to address the issue with the respective employee, or if the problem still continues, 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, Diversity, Equity and Inclusion, Distance Education, Maag Library, Mathematics Achievement Center, Reading and Study Skills, Dean of Students, Research Studies, Institute for Teaching & Learning, Student Counseling Services, and Writing Center.

Students can submit a complaint using the Student Complaint Form (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, 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 the following must follow procedures outlined in the Student Academic Grievance Procedure (<http://sga.yzu.edu/wp-content/uploads/2017/10/Grievance-Panel-Procedure-072917.pdf>).

- Material deviation from the instructor's policy on sanctions for academic dishonesty, as indicated on the course syllabus, to the detriment of the individual student, or in disputed cases of academic dishonesty.
- 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.
- 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.

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 Community Standards & Student Conduct (<https://ysu.edu/dean-of-students/student-conduct/>) (any such behavior), or the Title IX office (<https://ysu.edu/title-ix/>) (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, Policy Development, and Title IX or Human

Resources. If the reporting party feels they are in danger, they should also contact YSU Police Dept (<https://ysu.edu/ysu-police/>).

Non-Academic Complaints

A non-academic complaint is a student complaint related to the services and responsibilities provided by the departments and divisions listed below:

Finance & Business Operations

- Budget Planning & Treasury Operations
- Bursar's Office
- Controller's Office
- Enterprise Risk Management (ERM)
- Facilities Maintenance & Support Services
- Information Technology Services
- Internal Audit
- YSU Police Department

Legal Affairs/Human Resources

- General Counsel
- Human Resources

Student Affairs, Institutional Effectiveness and Board Professional

- Institutional Research & Analytics
- International Programs Office
- Registration & Records
- Student Enrollment and Business Services
- Student Experience
- University Relations

These, as well as concerns not listed here, can be reported using the electronic Student Complaint Form (https://cm.maxient.com/reportingform.php?YoungstownStateUniv&layout_id=2). The university 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/>), 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) (<https://higher.ed.ohio.gov/>) 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, and they would like to elevate their concern, an online complaint form (<https://www.ohiohighered.org/students/complaints/>) is available on the ODHE website.

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, and they would like to elevate their concern, a complaint form (<https://www.education.pa.gov/Educators/Misconduct/Pages/File-A-Complaint.aspx>) is available on the Pennsylvania Department of Education (<https://www.education.pa.gov/Pages/default.aspx>).

Student Resources:

Office of the Dean of Students (<https://ysu.edu/student-affairs/dean-of-students/>)

In support of YSU's commitment to "place students at its center" the Office of the Dean of Students provides support, education, guidance, and advocacy to students by addressing extenuating situations and concerns that may impede their success, all while maintaining campus safety and fostering a culture of civility, character, and respect.

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

The Student Government Association (SGA) serves as a sounding board for students' concerns and complaints regarding the university experience.

Additionally, SGA assists students the proper procedures regarding filing academic grievances and participating in grievance-related hearings. For more information, visit SGA website (<http://sga.ysu.edu/>).

Contact for Questions/Concerns

Office: Dean of Students

Location: DeBartolo Hall Room 301

Website: <https://ysu.edu/dean-of-students> (<https://ysu.edu/dean-of-students/>)