



GRADE APPEALS AND ACADEMIC COMPLAINTS

Grade Appeals

Appeals and concerns regarding the validity of final grades must be initiated within 30 days after the end of a given semester. Students must adhere to the following steps when addressing grade appeals or academic complaints:

- Step 1: Contact the instructor to discuss the issue.
- Step 2: If not satisfied with the results of Step 1, visit My ZSC (<https://my.zanestate.edu>) and click "Report an Incident/Complaint" under Quick Links. Follow the instructions to submit a report. The report will be forwarded to the appropriate Academic Dean who will contact the student for further investigation and resolution.
- Step 3: If still dissatisfied, a letter should be addressed to the Chief Academic Officer. The letter should clearly detail the steps that have already been taken and contain the facts of the case. A request for a hearing before the Chief Academic Officer should also be included.
- Step 4: Upon considering information provided at the student hearing, the Chief Academic Officer shall make a final and binding decision regarding action of the grade appeal.

If no grade appeal is initiated within 30 days, the final, relevant academic decision will stand except for a case in which there has been an error in the mathematical calculation of the grade.

Academic Complaints

Students with academic complaints such as disruptive or inappropriate classroom environment, inappropriate instructor conduct, or degree completion must adhere to the following steps when addressing their concern:

- Step 1: It is highly recommended that the student contacts the instructor to discuss the issue.
- Step 2: If not satisfied or if the student is not comfortable meeting with the instructor, visit My ZSC (<https://my.zanestate.edu>) and click "Report Incident" under Quick Links. Follow the instructions to submit a report. The report will be forwarded to the appropriate Academic Dean who will contact the student for further investigation and resolution.
- Step 3: If still dissatisfied, the student should submit a letter to the Chief Academic Officer. The letter should clearly detail the steps that have already been taken and contain the facts of the case. A request for a hearing before the Chief Academic Officer should also be included.
- Step 4: Upon considering information provided at the student hearing, the Chief Academic Officer shall make a final and binding decision regarding action of the academic complaint.