

Zane State College – Physical Therapist Assistant Program

Public Comment Policy and Procedure

The Physical Therapist Assistant (PTA) Program at Zane State College is committed to continuous quality improvement. As a part of that we welcome your comments, suggestions and constructive input. This process can be used by stakeholders who are not otherwise covered under existing due process policies, including individuals from the community who are not formally affiliated with Zane State College.

1. Comments must be provided in writing and must include contact information (mailing address, e-mail address and phone number) for the person seeking to comment. Anonymous submissions will not be acknowledged.
2. The initial point of communication shall be the PTA Program Director. Comments must be submitted to the following:

Physical Therapist Assistant Program Director
Zane State College
1555 Newark Rd.
Zanesville, Ohio 43701

3. Once the comment is received by the PTA Program Director, an acknowledgement of receipt will be sent within five (5) business days. Up to ten (10) business days from receipt of the comment may be needed to gather information and move towards a resolution.
4. If satisfactory resolution is not or cannot be reached, the issue must be brought in writing to the Dean of Education, Health and Behavioral Services within ten (10) business days of the last communication with the PTA Program Director. The Dean of Education, Health and Behavioral Services will then respond within five (5) business days. Up to ten (10) business days from the Deans receipt of the comment may be needed to gather information and move towards a resolution. The Dean may also request a meeting with all parties involved if appropriate. * If the issue is not presented to the Dean within ten (10) business days as noted above it will be considered as acceptance of the PTA Program Director decision.
5. If satisfactory resolution is not or cannot be reached, the issue must be brought in writing to the Provost/Executive Vice President within ten (10) business days of the last communication with the Dean of Education, Health and Behavioral Services. The Provost/Executive Vice President will then render a final decision within ten (10) business days. This decision will be final and not subject to further appeal. * If the issue is not presented to the Provost/Executive Vice President within ten (10) business days as noted above it will be considered as acceptance of the Dean's decision.
6. Please note that the Dean of Education, Health and Behavioral Services nor the Provost/Executive Vice President will become involved until all attempts to resolve an issue with the PTA Program Director have been exhausted, unless the comment is

directly related to the performance of the PTA Program Director. Comments in that case must be submitted to the following:

Dean of Education, Health and Behavioral Services
Zane State College
1555 Newark Rd.
Zanesville, Ohio 43701