

GRADUATE ACADEMIC APPEALS PROCESS

As learners within a university community, students, faculty, and staff are encouraged to model appropriate, effective, and respectful interpersonal communication. If issues arise, the parties involved should make a genuine effort to resolve them. When efforts to reach a mutually satisfactory resolution are unsuccessful, students are advised to proceed as quickly as possible to initiate an appeal. The following section outlines the types of appeals that are reviewed by the School of Graduate Studies and the procedures to follow to submit an appeal.

Students filing an appeal about an academic concern should follow the procedures outlined below prior to filing an appeal:

- a. The student should first attempt an informal resolution of concerns by interacting directly with the individual(s) involved (e.g., faculty member, program director, etc.).
- b. If resolution is not achieved through informal interaction, the student may direct the complaint, verbally or in writing, to the *Program Director/Coordinator and/or the Department Head/Chair. The Program Director/Coordinator or Department Head/Chair will attempt to facilitate resolution between the parties.
* Note: Program Director/Coordinator are interchangeable.
- c. If resolution is not achieved through the initial intervention of the Program Director/Coordinator and/or Department Head/Chair, the matter can be directed as follows:
 - i. The student must present a formal written complaint using the student complaint form, with any relevant documentation to the Dean of the College/School of the academic department (or designee) and any other documentation as required by the college/school (<https://www.clayton.edu/about/administration/student-affairs/student-complaints> (<https://www.clayton.edu/about/administration/student-affairs/complaints/>)).
 - ii. The Dean of the College/School of the academic department (or designee) will provide a resolution to the issue in writing to the student.

Graduate Student Academic Appeals Process

If the student is not satisfied with the resolution of the issue, they have the right to appeal the decision to the Dean of the School of Graduate Studies or designee within the Office of the Provost. All appeals must be initiated within 30 days from the date of the last appeal denial. Appeals and supporting documents can be sent electronically to: schoolofgradstudies@clayton.edu or it can be hand delivered to: The School of Graduate Studies/Provost Office, James M. Baker University Center (UC Building), Suite 215.

Graduate Student Academic Appeals Categories

- Grade Appeals
- Transfer of Graduate Credit Appeals
- Hardship Withdrawal Appeals
- Academic Dismissal Appeals
- Reinstatement/Readmission following Academic Dismissal Appeals

Appeals should be submitted using the following processes:

- a. **Grade Appeals**
 - i. Students may appeal the school/college-level response by submitting a written appeal request to the Dean of the School of Graduate Studies.
 - ii. The Dean of the School of Graduate Studies will review the appeal request and make a recommendation to the Provost & Vice President of Academic Affairs who will render the final decision.
- b. **Transfer of Graduate Credit Appeals**
 - i. If transfer of credit is not approved upon admission, a student can submit a written appeal request with accompanying documentation to the Dean of the School of Graduate Studies.
 - ii. The Dean of the School of Graduate Studies will review the appeal request and make a recommendation to the Provost & Vice President of Academic Affairs who will render the final decision.
- c. **Hardship Withdrawal Appeals**
 - i. A graduate student who has been denied a hardship withdrawal request following the procedures outlined in the section in the Academic Catalog related to withdrawal can appeal the decision by submitting a written request explaining the hardship, the original hardship withdrawal form, and any documentation pertinent to the hardship to the Dean of the School of Graduate Studies.
 - ii. The Dean of the School of Graduate Studies will review the appeal request and make a recommendation to the Provost & Vice President of Academic Affairs who will render the final decision.
- d. **Academic Dismissal Appeals**
 - i. A graduate student who is dismissed from an academic program for academic reasons can appeal their dismissal by submitting a written appeal request to the Dean of the School of Graduate Studies.
 - ii. The Dean of the School of Graduate Studies will review the appeal request and make a recommendation to the Provost & Vice President of Academic Affairs who will render the final decision.

Students have the right to appeal decisions to the President of the University within 10 business days of the Provost's or Vice President's (or designee's) decision. The results of complaints appealed at this level are final and may not be appealed further within Clayton State University. All appeals will be recorded in the student complaint log.