Academic Standards Subcommittee Minutes, April 17, 2014

Utah State University

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OLD BUSINESS

Revision to the Academic Record Adjustment and Request for Refund Policy (Guest: BrandE Faupell, HR; documents attached). The attached revision to the Academic Record Adjustment and Request for Refund Policy was discussed.

The inclusion of a definition of “immediate family,” which was based on the human resources bereavement policy, was clarified. Specifically, the word “partner” was to be included; this brings the policy in-line with various HR and other campus-wide policies. In addition, the phrase “persons living in the same household” was to be excluded as it could be confusing and less-relevant to students (although it is currently included in HR policies on bereavement).

In addition, language that specified documentation was to come from a “medical doctor, physicians assistant, or nurse practitioner” was revised to include “licensed caregiver” in order to allow any licensed caregiver to provide necessary evidence for the policy’s intent (to provide a record adjustment and/or refund). It was specifically discussed that mental health issues could be a reasonable use of the policy.

VOTE 2014-04-17-1. Motion to approve the new policy and relevant forms as revised (attached). Moved: Roland Squire. Seconded: Dawn Kirby. Outcome: passed

NEW BUSINESS

The Excused Absence Policy was discussed (Guest: Richard Mueller). Specifically:

- The location of the policy in student code was seen as problematic—the current policy is a part of the code related to student groups, but the policy has been expanded to include other students (outside of student groups) therefore, the current location is no longer a logical
one.

- Issues related to instructor implementation of this policy were discussed. Example: if students in a class are allowed to “drop one of four exams,” an excused absence should not limit a student’s access to this class policy. That is, an excused absence should not simply be identified as “the dropped exam.”

- The issues around the scope of the policy were discussed. Specifically, lab courses that require significant set-up time were discussed in the context of this policy, as was the idea that there should be a limit to the number of excused absences.

- The role of the Academic Standard Subcommittee of the EPC was discussed. Specifically whether or not Academic Standard Subcommittee of the EPC had a role in this policy.

Action: Bates will meet with chair of EPC to discuss processes and, if it is determined that EPC would welcome a revision proposal from Academic Standard Subcommittee of the EPC, Bates will draft suggested changes to the existing student code and general catalogue; submit it to discussion and vote of the Academic Standard Subcommittee of the EPC in the first meeting of the fall, 2014.

B. Dual Course Listing Policy was to be discussed. This issue was tabled until fall 2014.

**Future Business**

There was a discussion of other topics that could potentially be relevant to the Academic Standards Subcommittee of the EPC. Including:

- Issues around the IELI credits policy

- The "significant feedback on the exam" and grades as related to the withdrawal policy.

- The inclusion of proficiency in ASL being credited, as would proficiency in other languages.

These three issues were retained for fall, 2014. A request for new issues/concerns will be circulated for the next meeting in the fall.

**Next Meeting**

The next meeting of the Academic Standards Subcommittee of the EPC will be fall, 2014.
The purposes of the Request for Refund / Academic Record Adjustment are two-fold: 1) The Request for Refund gives the student an opportunity to request tuition and fee refunds outside of normal refund deadlines. 2) The Request for Academic Record Adjustment is for the student to request changes on his/her academic transcript (credit adjustment, course addition, or withdrawal with 'W' notation). Both requests must be accompanied by documentation proving extenuating circumstances out of the student’s control. Adjustments may result in financial aid reimbursement or revocation.

The purpose of the academic record adjustment is not to change a letter grade. To change a letter grade, see the Change of Grade policy in the General Catalog.

Request for Refund / Academic Record Adjustment

Students requesting a refund or an academic record adjustment must submit a Request for Refund / Academic Record Adjustment form to the Logan Registrar’s Office, nearest regional campus, or USU-Eastern campus. Requests will only be considered if extenuating circumstances out of the student’s control exist. The term “extenuating circumstances” includes:

(1) Incapacitating illness or medical procedure of a student or a student’s *immediate family member for the **minimum duration of time.
(2) Death of an *immediate family member.
(3) Changes in work schedule, as required by current employer, which directly conflict with the student’s course schedule. This does not include new employment.
(4) Jury duty or Subpoena preventing a student from attending or participating in class(es) for the **minimum duration of time.
(5) Active military duty.
(6) Other circumstances deemed extenuating by the Registrar or his/her designate(s).

*Immediate family (including step-relatives) for this policy is defined as a student’s spouse, son, daughter, son-in-law, daughter-in-law, foster child, parents, parents-in-law, brother, sister, brother-in-law, sister-in-law, grandparents, grandparents-in-law, grandchildren, or domestic partner.

**Minimum duration of time for extenuating circumstance which would prevent the student from attending or participating in class(es) for a minimum period of two weeks of a 14 to 16 week course (normal semester) or one week of a course less than 14 weeks (shorter semester).

A maximum of two semesters may be adjusted per degree. No adjustments will be made after a degree has been awarded. Requests must be submitted within two years of the semester for which there is a desired adjustment.

The cost for an academic record adjustment is a $20, non-refundable processing fee. The payment of the fee does not guarantee approval. Students who wish to appeal the decision of the review committee are allowed one appeal; additional documentation will be required. If the student schedules an in-person review with the committee and does not show for that appeal, their appeal is automatically denied.
Request for Refund / Academic Record Adjustment
Policies and Student Agreement

Part 1 Proof of Extenuating Circumstances
- Requests for refund and/or academic record adjustment are approved only upon demonstration of extenuating circumstances that are beyond the student’s control. Circumstances considered “extenuating” are defined in Table 1 below along with the minimum documentation required to support a claim. Documentation of all circumstances is required.

<table>
<thead>
<tr>
<th>Extenuating Circumstance</th>
<th>Minimum Documentation Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incapacitating illness or medical procedure of a student or a student’s immediate family member which prevented the student from attending or participating in class(es) for the **minimum time period.</td>
<td>Signed letter (on letterhead) from a licensed care provider. The licensed care provider must indicate that the illness/procedure was incapacitating for at least two weeks and made successful completion of the course(s) impossible.</td>
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<tr>
<td>Death of an immediate family member.</td>
<td>Obituary, funeral services program, or death certificate.</td>
</tr>
<tr>
<td>Change in work schedule as required by current employer. This does not include new employment.</td>
<td>Signed letter from current employer indicating a required change in work schedule that directly conflicts with the student’s course schedule.</td>
</tr>
<tr>
<td>Jury duty or Subpoena preventing a student from attending or participating in class(es) for the **minimum time period.</td>
<td>Proof of jury duty or subpoena.</td>
</tr>
<tr>
<td>Active military duty.</td>
<td>Official notice of military requirements, or letter (on letterhead) from a military official, clearly outlining the dates of required service.</td>
</tr>
<tr>
<td>Other circumstances deemed extenuating by the registrar or his/her designee(s).</td>
<td>Student must provide documents to support the claim. Additional documentation may be required and requested of you.</td>
</tr>
</tbody>
</table>

**Immediate family (including step-relatives) for this policy is defined as a student’s spouse, son, daughter, son-in-law, daughter-in-law, foster child, parents, parents-in-law, brother, sister, brother-in-law, sister-in-law, grandparents, grandparent-in-law, grandchildren, or domestic partner.

**The minimum time period is two(2) weeks of a 14 to 16 week course (normal semester) – OR – one(1) week of a course less than 14 weeks in duration (shorter sessions).

- If appropriate documentation is not provided or additional documentation is required, it will be requested of the student via email. The student will have five (5) business days to provide that which is requested. If after five business days the requested documentation has not been received and the student has not informed us of the need for more time, the request will automatically be denied and the student will be notified.

Part 2 Costs and Policies
- The cost to request an academic record adjustment is $20 and is non-refundable regardless of outcome. There is no cost to request a refund.
- All requests must be submitted within two (2) years of the desired adjustment. For example, if a student desires an adjustment to Fall Semester 2010, the request must have been submitted by the end of Fall Semester 2012.
- A maximum of two (2) semesters may be adjusted per degree. No adjustments will be made after a degree has been awarded.
- The student may be required to provide letters from instructors, advisors, and others to validate information provided.
- If this request is denied, the student is allowed one appeal. The appeal must be requested within two weeks of the date he or she is notified of denial.
- Regardless of the outcome of this request, the student is responsible for any debt remaining on his or her student account including, but not limited to, adjusted or revoked financial aid and/or collection costs.

Part 3 Student Instructions and Requirements Checklist

The student must:
- Complete and sign this agreement (Page 1) and the student form (Page 2). Requests will not be processed if either page is incomplete or missing.
- Attach an appeal (preferably typed) clearly explaining and justifying the request. Please avoid disclosing personal and/or private details.
- Ensure all courses for which a refund is being requested have been dropped with a ‘W’ notation. Courses in-progress, graded (including ‘NF’ grades), or marked incomplete (‘IF’) are not eligible for refund. If a refund is being requested for a graded or incomplete course, the student must also request an academic record adjustment to request that the course grade be changed to withdrawal status ‘W’. If in this situation the academic record adjustment is denied, the refund will also be denied.
- Attach all supporting documentation. See Table 1 above for minimum documentation requirements.
- Pay the $20 fee (if requesting an academic record adjustment).

Please allow up to two (2) weeks for a decision to be made. You will be notified of the decision via email.

Part 4 Student Agreement and Signature (signature required)
- I acknowledge that I have read and understand the requirements and policies related to requesting a refund and/or an academic record adjustment.
- I understand that submitting this request does not guarantee approval.
- I certify that, to the best of my knowledge, the information provided on this form and within any attachment is correct and free of alteration or falsification.

Student Signature: ___________________________  Date: ___________________________

Student Printed Name: _______________________  Student ID: ______________________
**Part 5 Request Type(s)**

*Check one or both of the boxes below.*

- [ ] **Refund of Tuition and Fees** (no charge for application)
  If the courses for which you are requesting a refund are graded or marked incomplete, a request for academic record adjustment is also required to request that the grades be changed to withdrawal status ‘W’.

- [ ] **Academic Record Adjustment** ($20 charge for application)
  *Please check the box for what you are specifically requesting:*
  - Change course grade(s) to withdrawal status ‘W’
  - Add course(s)
  - Change in credit amount for variable credit courses
  - Other: __________________________

**Part 6 Student Information**

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Student ID ('A-Number')</th>
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<tbody>
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| Address (number, street, and apt. or suite no.) |
|-----------------|-----------------|-----------------|
| City            | State           | ZIP Code        |
|                 |                 |                 |
| Email Address   | Telephone Number| Telephone Type  |
|                 |                 |                 |
|                 |                 | Home, Mobile, Work|

**Part 7 Course Information** (found in your student Access/Banner account)

<table>
<thead>
<tr>
<th>Semester &amp; Year</th>
<th>CRN (5 digits)</th>
<th>Subject</th>
<th>Course # (4 digits)</th>
<th>Section</th>
<th>Credits</th>
<th>Instructor Name</th>
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</table>

**Student Signature:**

**Date:**

**For Office Use Only**

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<thead>
<tr>
<th>Request for Refund</th>
<th>Request for Academic Record Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Approved for:</td>
<td>☐ FRPS Charge Posted By:</td>
</tr>
<tr>
<td>☐ 100% Tuition and Fees</td>
<td>☐ Fee Paid</td>
</tr>
<tr>
<td>☐ Less the cost of instruction for $_________</td>
<td>☐ Approved for the following:</td>
</tr>
<tr>
<td>☐ Other:</td>
<td>☐ Change course grade(s) to withdrawal status ‘W’</td>
</tr>
<tr>
<td></td>
<td>☐ Add course(s)</td>
</tr>
<tr>
<td></td>
<td>☐ Change credit amount</td>
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<td></td>
<td>☐ Change course Section</td>
</tr>
<tr>
<td></td>
<td>☐ Other:</td>
</tr>
</tbody>
</table>

| ☐ Denied: Reason: | ☐ Denied: Reason: |

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<tr>
<th>Signature(s) for Approval / Denial:</th>
<th>Signature(s) for Approval / Denial:</th>
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</tbody>
</table>

**Date of Approval / Denial:**

**Refund Processed By:**

**Date of Refund:**

**Adjustment Processed By:**

**Date of Adjustment:**

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Completed forms and documentation should be returned to the nearest USU or USU Eastern Location. www.usu.edu – https://distance.usu.edu – www.eastern.usu.edu