

Policy Title:	Enrollment Policy Appeals
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Governing Body:	Southern Oregon University	Policy Number:	AAD.055
Policy Contact:	University Registrar	Date Revised:	April 2018
Custodial Office:	Academic Affairs	Date Approved:	November 14, 2018
Approved By:	President	Next Review:	
Related Policies:	AAD.052 (573-095), Academic Standards AAD.035, Registration Policy for Students This policy replaces FAD.028, Student Account Appeals.		

Revision History

Revision Number:	Change:	Date:
	Initial version	

A. Purpose

Provides an opportunity for students to appeal enrollment-related policies and defines associated limitations, practices, and scope.
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B. Definitions

Reserved.

C. Policy Statement

A. Introduction:

This policy is designed to provide an opportunity for students to seek exceptions to standard enrollment-related policies and practices. (NOTE: This policy does not cover or otherwise

govern grade grievances, which are separately addressed by AAD.052 “Academic Standards – Grading Grievance Policy”). As set forth below, this policy specifies what can and cannot be appealed with regard to adding a course, dropping a course, or changing course options. In addition, this policy specifies the membership of the Enrollment Policy Appeals Board (“Board”), sets forth the appeals process and provides the scope of remedies available to students.

B. Enrollment Policy Appeals Board Structure:

1. The University Registrar has sole authority to appoint members to the Board, including the appointment of a Chair.
2. The Board consists of no fewer than five current SOU employees (student employees are not permitted. Regular employees who are also students are permissible but discouraged).
3. Quorum is met with a minimum of three members.
4. The University Registrar may make temporary assignments to the Board (including the Chair role) as necessary to meet quorum and/or convene a meeting.
5. The University Registrar will seek an appropriate and pragmatic mix of employees to serve on the Board, and will endeavor to change membership periodically.

C. Scope of Acceptable Appeal Types:

1. Students may use this appeal process to seek any of the following:
 - Addition of a course after the established registration deadline.
 - Withdrawal from course(s) with or without tuition refunds.
 - Changing course options (grade mode and credit load) after published Academic Calendar deadlines.
2. The following appeal types may not be appealed or adjudicated under this process:
 - Grade grievances
 - Parking appeals
 - Financial Aid appeals
 - Housing appeals
 - Student conduct appeals

D. Enrollment Policy Appeals Board Processes:

1. The University Registrar has sole authority to appoint an administrative coordinator for the Board. The coordinator collects appeals documentation and other related documents for the Board, communicates with students about the status of their appeal, and provides general assistance in coordination of the appeals process. The coordinator does not serve as a voting member of the Board, but may be called upon to advise the Board about procedural matters

upon request of the Board Chair.

2. Appeals must be filed within two terms of the end of the term being appealed. No appeals filed outside this time limit will be considered unless documentation included sets forth credible reasons that the student was unable to meet the filing deadline. Incomplete appeals will not be accepted.

3. Students seeking to appeal the application of a registration deadline must demonstrate extenuating circumstances that prevented the student from meeting the established registration deadline. Examples of such extenuating circumstances favoring an appeal include, but are not limited to:

- Debilitating medical emergencies beyond a student's control.
- Death in the student's immediate family (parent, spouse, sibling, grandparent, or child).
- Material errors on the part of SOU.
- Natural disaster or other unforeseen emergency circumstance.
- Other material circumstances as determined by the Board.

4. Routine circumstances will typically lead to an appeal being denied. A list of routine circumstances typically rejected by the Board are provided at:

<https://inside.sou.edu/enrollment/forms/academicappeal.html>

5. Additional appeals procedures and associated forms are available at:

<https://inside.sou.edu/enrollment/forms/academicappeal.html>

6. Board members are required to recuse themselves from appeals in which a conflict of interest is present.

E. Secondary Appeals:

Within 30 days of the Board's decision, the appealing student may request that the University Registrar conduct a secondary review of the Board's appeal decision. The University Registrar may request additional information from the student. The decision of the University Registrar is considered final and no additional institutional appeals or remedies will be permitted.

F. Appeal Remedies:

The Board (or University Registrar in the case of a secondary appeal) has full prerogative within the bounds of other institutional policy to provide for remedies consistent with the subject matter under appeal. Remedies may include, but are not limited to:

- Full or partial refunds of tuition, fees, and/or penalties
- Adding and/or dropping of coursework
- Alterations to grade mode
- Alterations to credit hours

- Assessing the student appropriate penalties, such as late add fees and grade mode change fees

This policy may be revised at any time without notice. All revisions supersede prior policy and are effective immediately upon approval.

D. Policy Consultation

Provost and Associate Provost, Academic Policies Committee, Enrollment Services, Office of General Counsel, University Internal Audit and Policy Council. Policy was posted on October 12, 2018 for community comment.

The Policy Contact, defined above, will write and maintain the procedures related to this policy and these procedures will be made available within the Custodial Office.