

All About Appeals

—
Fall 2021 Open Forum



THE UNIVERSITY OF ARIZONA

Office of the Registrar

AGENDA

- 1 Meet The Team
- 2 Review of Appeals and Petitions
- 3 Questions



OUR TEAM

Amanda Gluski

Associate Registrar

Graduation, Records, and Certifications

Michael Davenport

Associate Registrar

Registration, Residency, and Transcripts

Beth Vlahos

Senior Coordinator

Residency Classification

Gaby Enriquez

Academic Records Coordinator

Student Services

Patti B. Flanagan

Academic Records Coordinator

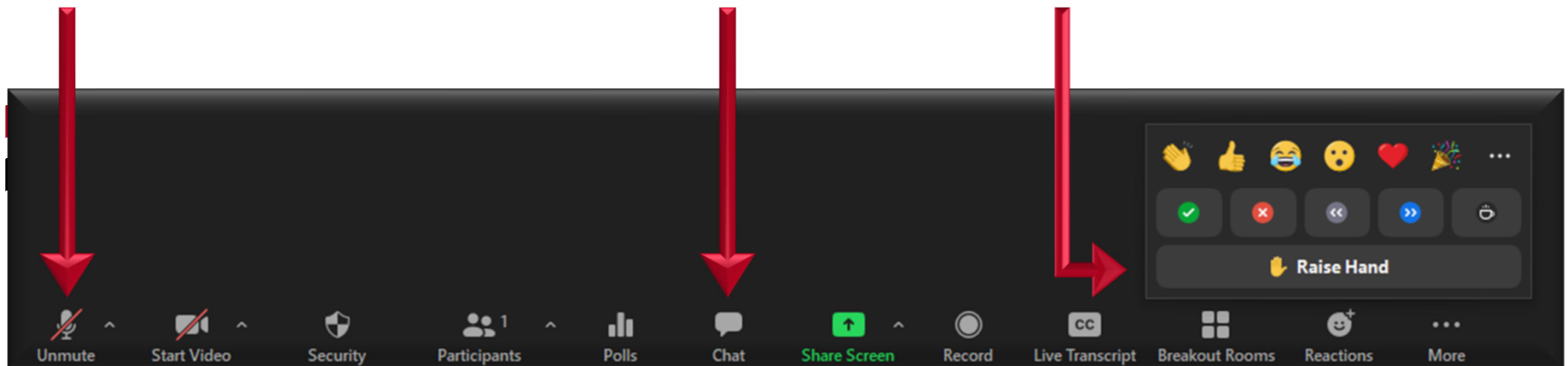
Student Services



ZOOM TIPS

Not speaking?
Please stay muted

Questions?
Use the chat or raise your hand



The Office of the Registrar is responsible for the accuracy and integrity of the academic record.

Serving all students, faculty, academic units, and student support functions; the Office is charged with the implementation of academic and student policies and their alignment to state and federal regulations and accreditation standards.

The Office strives to be a leader and thought partner in creating efficient processes that are designed in a way that supports student success and service excellence.



Registrar

TRELLIS & STUDENT-CENTRIC PROCESSES



The Office of the Registrar uses Trellis Service Desk

Cases are created during interactions with our team (email, chat, phone or in-person)

Service Desk allows multiple areas of our team to respond to inquiries without "bouncing" the student



Trellis cases are viewable across the university community for users with access to Service Cases

Cases are associated to the student's record



Cases in Trellis include:

- General Petition updates
- Tuition Appeal updates
- Residency emails (reg-rco@arizona.edu)
- Emails sent to reghelp@arizona.edu
- Room and Course Scheduling emails (rcshelp@arizona.edu)
- Graduation Services emails (gradservices@arizona.edu)
- Military Connected Benefits and Certifications emails (veterans@arizona.edu)



TRELLIS & STUDENT-CENTRIC PROCESSES

The screenshot displays a contact record in a system. At the top, there are fields for Email, Phone, Mailing Address, and Emplid. Below these fields, a message states: "We found no potential duplicates of this Contact." The interface includes tabs for "Details", "Related", "Case Details", and "Activity". The "Related" tab is active and shows a section for "Appointments (0)" with a "New" button. Below that, a section for "Cases (4)" is visible, with a "New" and "Change Owner" button. A table lists four cases, with the second case's subject, "Tuition Appeal", highlighted. The "Department" column for all cases is also highlighted.

Case	Subject	Note Types	Department	Case Origin	Status	Interaction Date
1			Registrar	Email	Closed	10/18/2021 12:23 PM
2	Tuition Appeal		Registrar	Email	Closed	10/14/2021 10:52 AM
3			Registrar	Email	Open	10/13/2021 1:23 PM
4			Registrar	Webform	Closed	1/29/2021 3:01 AM



RESIDENCY REVIEW REQUEST

Formerly called "Residency Classification Appeal"

Purpose

To allow students who believe they were incorrectly classified as a non-resident by a Residency Classification Officer to request a review from the Residency Review Committee

Location

[Residency Classification for Tuition Purposes](#)

Submission

Send the form as a PDF to reg-rco@arizona.edu

Process

Residency Classification team forwards submitted materials to Residency Review Committee. Then committee, student, and residency officer meet on Zoom, where student and Residency Officer present their views. Both are open to questions, and a decision is made by the committee.

Timeline

3-4 weeks

Contact

Beth Vlahos and Jullisa Sanchez (reg-rco@arizona.edu)



TUITION APPEAL

Formerly called "Refund Review"

Purpose

To allow students who believe they deserve redress or exception to University tuition deadlines and enrollment policies due to extenuating circumstances or personal medical reasons to submit a tuition appeal for review by the University Tuition Appeal Committee

Location

[Tuition Appeal Website](#)

Submission

Student must submit online Tuition Appeal Request form
Must be submitted within 1 year from the last day of class for the term in question

Process

Student provides written rationale and supporting documentation via the Tuition Appeal request form to the committee, who emails their decision to the student

Timeline

4-6 weeks

Contact

Patti Flanagan (reghelp@arizona.edu)



GENERAL PETITION

General Petition for Extenuating Circumstances – Retroactive Medical Withdrawal

Purpose

To allow undergraduate students who believe they deserve redress or exception to University rules, regulations, or policies regarding academic affairs to petition the University General Petitions Committee due to personal medical reasons

Location

Student Center portal
(Student Center > Academic Record > Academic Summary > Retroactive Medical Withdrawal)

Submission

Students submit request via Student Center Portal with personal statement and physician's letter
Must be submitted within one year from the last day of class for the semester for which a retroactive withdrawal is sought.

Process

Student initiates petition through UAccess and provides personal statement and supporting documents
Once petition is submitted, class instructors receive email to complete instructor statements
Completed petition is reviewed by Campus Health and final decision is made by faculty committee

Timeline

8-10 weeks from time of submission

Contact

Gaby Enriquez (petition@arizona.edu)



GENERAL PETITION

All Other Requests

Purpose

To allow undergraduate students who believe they deserve redress or exception to University rules, regulations, or policies regarding academic affairs to petition the University General Petitions Committee due to extenuating circumstances

Location

[General Petition Website](#)

Submission

Email PDF application including petition cover sheet, instructor statements, and personal statement to [College Dean's Office](#) for review

Process

Submit General Petition packets to the student's [College Dean's Office](#) for review
College reviews petition and forwards signed petition to the Petitions Office at petition@arizona.edu
Faculty committee completes review of petition

Timeline

4-6 weeks from time of submission

Contact

Gaby Enriquez (petition@arizona.edu)



GENERAL PETITION

General Petition for Extenuating Circumstances – Sexual Harassment or Discrimination (Title IX)

Purpose

To allow undergraduate students who believe they deserve redress or exception to University rules, regulations, or policies regarding academic affairs to petition the University General Petitions Committee due to sexual harassment or discrimination

Location

Student is referred directly to the Title IX Office in Old Main, Room 210, 520-621-7286
<https://equity.arizona.edu/>

Submission

Email/paper application (PDF preferred)
Submit to Title IX office

Process

Submit **Petition for Retroactive Academic Withdrawal** to equity@arizona.edu
Office of Institutional Equity sends committee decision to petition@arizona.edu for processing

Timeline

Time varies

Contact

Office of Institutional Equity (equity@arizona.edu)



GRADE APPEAL

Purpose

To provide students an opportunity for redress when they believe a final course grade to be incorrect

Location

[Grade Appeal Website](#)

Submission

Student submits form to the instructor to initiate Phase 1

Process

The student must initiate the process as outlined in the policy & packet
Students are encouraged to work with an advisor if they have questions

Timeline

Grade appeal must be submitted within 5 weeks of the start of the next regular term (fall/spring)
Full review of the appeal may take up to one full term (15 weeks)

Contact

Jessica Corral (reg-grades@arizona.edu)



ACADEMIC ELIGIBILITY APPEAL

Purpose

To allow students who become ineligible to submit an appeal if they wish to enroll in a future term – approval is not guaranteed.

Location

[Academic Eligibility Appeal](#)

Submission

Qualtrics survey, automatically routes to the Approval Committee

Process

Eligibility is assigned once grading is considered final for the term (fall/spring only)
Students may submit their appeal before their status is assigned or wait until assignments are complete
The student's appeal will be reviewed by a committee and a decision will be emailed to the student

Timeline

5-7 business days

Contact

Amanda Gluski (reghelp@arizona.edu)



QUESTIONS?



registrar@arizona.edu



Office of the Registrar