



温州肯恩大学

WENZHOU-KEAN UNIVERSITY

OFFICE OF THE REGISTRAR

Academic Records Appeal Guidelines and FAQ

What is an Academic Records Appeal?

An Academic Records Appeal is a request from a student (enrolled or unenrolled) to change a part of their academic records at Wenzhou-Kean University as a result of an extenuating circumstance. This could be an appeal to have a class removed permanently from the academic record, a class to be dropped or to be withdrawn from a semester after that semester is completed, or any other changes to a student's academic record.

Who approves an Academic Records Appeal?

The student should first contact the Office of the Registrar at Wenzhou-Kean University to ask about the status of his/her records. If, through research and by following current policies and procedures, the record cannot be changed, a student will be allowed to appeal.

Who makes the final decision on my appeal?

An Academic Records Appeal Committee will review and make decisions on appeals.

How will I find out about the decision of the committee?

Notification of the outcome of your appeal will be sent to your Kean email within 30 days of receipt of all requested documentation.

If my Academic Records Appeal is denied, can I appeal the decision?

No. Decisions made by the committee concerning Academic Records Appeals are final.

How is a grade appeal different from an Academic Records Appeal?

An [appeal to get a grade changed](#) or a [grade grievance](#) is handled through the student's major department. Instructors alone are responsible for determination of grades of students in their

classes. Student problems arising in the area of grades should be referred immediately to the instructor. If they are not resolved, the next step is to consult with the department chairperson.

An Academic Records appeal has less to do with the grade itself but could include the fact that the student failed a class but doesn't believe that he/she should have been enrolled in the class in the first place. It could also deal with having missed the add/drop deadline due to an extenuating circumstance. This is not an exhaustive list but just a few examples of what the Academic Records Appeal could be used for. No appeals will be considered for "No one told me" or "I was waiting on someone to call me back" reasons. It is always up to the student to periodically check their records and get the information they need in order to take care of any arising issues.

When should I present an Academic Records Appeal?

Students should present an appeal as soon as possible after the event occurs. It substantially weakens a student's case if the student waits until after grades are in or until the grade has become unavoidable before presenting a petition for a withdrawal. It can also become much more difficult to obtain the necessary documentation if a student has allowed more than a semester or two to go by before attempting to present an appeal.

What should be included in my appeal?

The student must present in writing an account of what happened and what the student wants changed. The request for appeal should include information about:

1. What record(s) the student wants changed (i.e. term, year, class, grade, etc.) and what the student is requesting be done to their record.
2. The nature of the extenuating circumstances that occurred, when it began, how long it lasted and the effect this had on the student's classes.
3. Why the proper procedure was not followed in the time frame of the class(es) in question.
4. Supporting documentation for the extenuating circumstance
5. A thoroughly completed WKU Academic Records Appeal form.

Under what circumstances will an Academic Records Appeal be approved?

Requests for changes to academic records can be approved only on the basis of extenuating circumstances. There are three criteria that are used in deciding what will count as "extenuating circumstances":

- Beyond the student's control
- Unforeseeable
- Severe

How do I document the extenuating circumstances?

It depends on the kind of event. For illnesses, medical documentation (with a clear date on when it occurred) from a physician or a hospital would normally be expected. For personal circumstances, confirmation from a professional counselor would normally be appropriate. The important thing is the documentation needs to be able to show that the student's recollection of events as stated in the petition is accurate. For these purposes, a wide range of documents can suffice and if there are any questions, contact the Office of the Registrar at

registrar@wku.edu.cn.

What if my petition is not successful?

The [grade recalculation](#) policy at Wenzhou-Kean University allows undergraduate students to repeat a course at Kean and replace the previous grade if the student has taken the course before. This means that a student should be able to make up for a semester that did not go well without any long-term negative effects on academic status or GPA if this is the first time there have been problems. The important thing is for students to assess their problems honestly and make sure they have addressed them adequately before they attempt to begin the next semester. It is crucial that students address problems early and take advantage of the many support opportunities at Wenzhou-Kean University.

Please Note:

1. Personal hardships or failure to read University published documents generally do not present justifiable reasons to support an appeal.
2. Appeals are approved on a case-by-case basis.
3. An appeal for an issue that is more than 1 year old may not be appealable.
4. It is the student's responsibility to demonstrate an unanticipated or unavoidable event, which was beyond the student's control, resulting in the student's inability to complete the semester or withdraw from courses.
5. Appeal decisions will be made solely on supporting documentation provided.
6. Appeals are processed in the order they are received and decisions are made within 30 days from the time of receipt of all requested documentation.
7. Late withdrawal appeals can only be considered when the request applies to all courses in a specified term.