



Appeals Process

STUDENT

When a student seeks a course substitution in their program, the student must complete the Course Substitution Appeal Form which can be found on the Massasoit portal, on DegreeWorks, or on Canvas. The student must complete and sign the form and forward it to the Department Chair of the department in which the student's program is housed. Please note that only official Massasoit email addresses may be used throughout the entire process.

Below are instructions and a checklist, for the student, to ensure that this process is completed in a timely manner. If any of the following information is missing, the Department Chair will return the form to the student and request that this information be provided before the appeal is considered.

In the first section, the student must ensure that the following information is provided on the document:

- Name (Print)
- Date
- Name (Signature)
- Student ID
- Email Address
- Telephone Number

In the next section, the student must ensure that the following information is provided on the document:

- Program
- Required Course Number and Title
- Substitute Course Number and Title
- Reason
- Explanation

FACULTY

The Department Chair is responsible for ensuring that the forms submitted by the student are filled out accurately and correctly. In evaluating the requested course substitution, the Department Chair must provide a reason for their decision and advise the student of any potential transfer requirements that may go unmet due to the substituted course. Once this is done, the Department Chair will then

recommend or not recommend the appeal, after which they will forward the appeal to their Division Dean.

The Division Dean will then either recommend or not recommend the appeal and provide a reason for their decision, after which they will forward the appeal to the Appeals Committee Chair.

Finally, the Appeals Committee Chair will verify that the substituted course satisfies the same attributes and level of instruction required within the student's program and that all appropriate criteria has been met before forwarding the form to Academic and Student Affairs for processing.

To ensure that this is completed as efficiently as possible, the recommendations of the Department Chair and Division Dean, along with verification by Appeals Committee Chair, should generally be made within 10 business days of receiving the appeal.

How the appeal then proceeds is determined by whichever of the following scenarios applies:

- **Scenario One:** If the Department Chair and Division Dean do not recommend the appeal, the appeal will be denied.
- **Scenario Two:** If the Department Chair and Division Dean recommend the appeal and the Appeals Committee Chair verifies that it meets all appropriate criteria, the appeal will be approved.
- **Scenario Three:** If there is no consensus, the appeal will then be sent to the Appeals Committee for review. The Appeals Committee will deliberate and the Appeals Committee Chair will either recommend or not recommend the appeal. The appeal will then be sent to the Academic Senate for review. The Academic Senate will deliberate and the Senate President will then either recommended or not recommend the appeal. The appeal will then ultimately be sent to the Provost/Vice President of Academic and Student Affairs for final disposition.

After each scenario, appeals are forwarded to Academic and Student Affairs for processing. Completed appeals are to be kept in Academic and Student Affairs with copies sent to the Department Chair, Division Dean, Appeals Committee Chair, Senate President, and the Associate Registrar. The Associate Registrar will then notify the student of the decision upon completion of the appeals process.

Appeals Committee Purpose

The Appeals Committee will consider student appeals that are disputed by the Department Chair and Division Dean. Additionally, the Appeals Committee will provide an annual report to the Academic Senate on the nature of the filed appeals for the academic year. To this end, the Appeals Committee will be charged with compiling data on the number of appeals that are submitted and courses that are appealed for review and analysis. Based on this data, the Appeals Committee will make recommendations to the Academic Senate on potential modifications to program requirements, courses, and curricula.