



KENTUCKY STATE UNIVERSITY POLICIES AND PROCEDURES

POLICY TITLE:

KYSU Online Academic Appeal Procedures

VOLUME, SECTION & NUMBER:

1.3.17

ENTITIES AFFECTED:

Online Students

Faculty and Administrators

Academic Affairs

Bursar

Office of Financial Aid

Registrar's Office

ADMINISTRATIVE AUTHORITY:

Office of the Provost/Vice President for Academic Affairs

APPROVED BY:

Kentucky State University Board of Regents

Office of the Provost/Vice President for Academic Affairs

EFFECTIVE DATE:

7/1/2024

REVISED FROM:

Residential Program Academic Appeal Procedures

PURPOSE:

The KYSU Online Academic Appeal Procedures document clarifies how the existing policies and procedures (i.e., 1.1.4 Academic Standing and 1.2.2 Appeals to Academic Standing) of Kentucky State University are applied for students registered in the online programs of KYSU Online and/or students taking courses delivered in the online modality through KYSU Online. This document guides the appeals processes related to online courses and academic standing in KYSU Online programs.

PROCEDURES STATEMENT:

Kentucky State University's regular policies and procedures for academic standing and appeals to academic standing are posted on the web pages of the Registrar's Office and elsewhere. However, these policies and



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procedures are meant for residential students in the traditional programs of Kentucky State University. With the launch of KYSU Online in the 2024-2025 academic year, some students will enroll in the academic programs of KYSU Online, which are delivered in the online modality. For this reason, the existing academic appeal procedures should incorporate the administrative structure of KYSU Online and the Online Advisory Committee whenever an appeal originates from a student enrolled in an online program or when the matter involves an online course (as distinguished from the traditional, hybrid, or virtual modality courses).

Student appeals of final course grades will involve a newly created Form, which will be routed through the online administrative structure and to the Online Advisory Committee. The appeals of academic standing (probation, suspension, dismissal, etc.) will use the existing Forms and procedures; however, when the appeal involves an online student, the Appeals Committee will consult with the Online Advisory Committee when considering the appeal.

Academic Appeals of Grades and Point-reductions:

An online student may appeal course-related matters in a respectful and professional manner.

Assignment grades:

To appeal an assignment grade, students should contact their course instructor and discuss any questions or concerns with the instructor. The instructor will consider the student's concerns and determine whether to uphold the grade or recommend another outcome. If the instructor upholds the grade, the student cannot appeal the decision until the course has concluded and a final grade has been posted. At that point, if the student wishes to appeal the instructor's decision about the assignment, they should follow the procedures for appealing a final course grade.

Late penalties:

Students should be familiar with the *KYSU Online Late Work Policy*, which specifies the standard penalties and point reductions for assignments submitted after the posted deadlines. This policy also specifies steps students should take to request an exception from the standard penalties and point reductions.

Academic Appeals of Course Grades:

To appeal a course grade, a student must follow the process described below:

1. Students should submit a letter to their course instructor. The letter should describe the reasons for requesting a review of the final grade, and it should describe any extenuating circumstances the student believes support the request. The request should be submitted within one (1) week of when the final grade is posted.
2. After considering the student's appeal, the instructor must respond in writing to the student, stating whether or not the appeal is granted and stating the instructor's rationale for the decision. The online instructor has three (3) business days to review the request and notify the student of a decision.
3. At that point, the student can choose to appeal the instructor's decision within three (3) business days. They should fill out the *KYSU Online Academic Appeal Form: Course Grade Change*. The student should attach the original letter to the course instructor, the instructor's response, and any additional documentation they would like to be considered in the next steps of review. They should submit their completed Form and documentation by email to KYSUOnlineAppeals@kysu.edu for routing in the next steps of the process.



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4. The student's appeal will be reviewed by the Program Coordinator of the online academic program or online course. The Program Coordinator will have five (5) business days to review the student's appeal. During this time, the Program Coordinator may consult with the instructor and other faculty administrators (e.g., Faculty Mentor, Subject Matter Expert, Director of Online Education).
5. The Program Coordinator will notify the student by letter describing their decision and stating their rationale. If the student's appeal is successful at this point, the Program Coordinator will notify the instructor and the Registrar by sending the Form and supporting documentation. If needed, the instructor and Registrar will coordinate further actions with the student to finalize a grade change.
6. If the student's appeal is unsuccessful, they can appeal one step further. To do so, they should write a letter explaining why they disagree with the decision of the Program Coordinator and what additional information or consideration the Online Advisory Committee should consider in their review of the student's appeal. In other words, a student should not expect to achieve a different outcome to their previous appeals unless they believe there is some compelling information that should give the Online Advisory Committee good cause to overrule the previous decisions of the course instructor and the Program Coordinator. The student should submit this additional letter with all the previous documentation to KYSUOnlineAppeals@kysu.edu for the Online Advisory Committee to review.
7. The Chairperson will distribute the student's appeal documents to the appropriate committee members. The Online Advisory Committee will vote on whether to approve or deny the student's appeal. The outcome will be determined by a simple majority of the entire Committee or relevant sub-committee members (who have the authority of the entire Committee with reference to Academic Appeals).
8. The Chairperson will record the Committee's decision on the Form along with supporting rationale and notify the student of the outcome. If the student's appeal is successful, the Online Advisory Committee Chairperson will notify the instructor, the Program Coordinator, and the Registrar by sending the Form and supporting documentation. If needed, the instructor and Registrar will coordinate further actions with the student to finalize a grade change.

Academic Appeals of Violations of the KYSU Online Academic Code of Conduct:

Students should be familiar with and abide by the *KYSU Online Academic Code of Conduct*. This policy describes violations, an instructor's responsibility to enforce the code of conduct, and the process by which students can appeal an instructor's decision. This would also include violations of the *KYSU Online Policy on the Use of Artificial Intelligence*. Appeals will be reviewed by the KYSU Online Academic Misconduct Committee, which is a sub-committee of the Online Advisory Committee.

Academic Appeals of an Administrative Withdrawal Decision:

Students in online courses are required to "attend" the course by demonstrating regular academic engagement and by remaining in communication with the instructor about their coursework. The requirements are detailed in the *KYSU Online Course Attendance Policy*. Students should be familiar with this policy. If a student ceases to "attend" an online course for twenty-one (21) or more consecutive days, the student will be administratively withdrawn from the course. This involves an AW grade being posted for the course, which could have implications for the student's financial aid.

To appeal an AW grade, students should follow the procedures detailed above in the Academic Appeals of Course Grades section. Students should understand that appeals of administrative withdrawals should be



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submitted within one (1) week of the AW grade being posted. Students must consult with the Registrar's Office and the Office of Financial Aid to determine whether an AW grade can be appealed using the *Appeal for Retroactive Withdrawal* (see below) due to the Financial Aid implications of an Administrative Withdrawal.

Appealing for Retroactive Withdrawal:

Retroactive withdrawal from a course or from the University will be considered only when a student documents to the Online Advisory Committee that he/she could not meet the scheduled deadline for appropriately withdrawing due to some unforeseen and extraordinary circumstance beyond his/her control. The student must make this appeal no later than the Monday before the next regular academic term/subterm begins. Appeals that do not clearly document the circumstance for missing the withdrawal date will not be granted.

Students receiving federal financial aid for the course or term in question may be required to repay the University for Said Course or courses. (Students should contact the Financial Aid Office at 502-597-5960 or finaidmail@kysu.edu). Students should consult the Registrar's Office and the Office of Financial Aid to determine whether the Appeal for Retroactive Withdrawal can be used when an AW grade has been assigned in an online course due to the Financial Aid implications of an Administrative Withdrawal.

Academic Standing Policies and Appeal Procedures

In order to remain in good academic standing, an online student must have a cumulative grade-point average of –

- 1.7 or better for 12-29 attempted credit hours which count for quality points, or
- 2.0 or better for 30 or more attempted credit hours, which count for quality points.

Probation:

Online students who fail to maintain the above cumulative grade-point averages will be placed on academic probation for one (1) semester-length online term or two (2) online subterms. Probation may not be appealed.

Removal from Major, Minor, or Area of Specialization:

A student who fails to receive a grade of C or better in three (3) or fewer attempts (i.e., first attempt and two (2) repeated attempts) in all courses in a major area, area of specialization, or minor area may be removed from that program. The student must petition the Program Coordinator of the student's program to request a fourth attempt at a course.

Suspension:

Any online student who fails to maintain a grade-point average of 2.0 while on academic probation will be placed on academic suspension and must remain out of the University for the next semester-length online term or for the next two (2) online subterms.

- A student must receive a grade of C or better in all college preparatory and remedial courses and in all courses numbered below the 100 level in three (3) or fewer attempts (i.e., first attempt and two (2) repeated attempts). If not, the student will be suspended.
- An under-prepared student (i.e., a Pre-College Curriculum-deficient student) must also demonstrate proficiency in the area(s) of academic deficiency by the time he/she completes 45 credit hours at the University. If not, the student will be suspended.



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- A student must receive a grade of C or better in ENG 101 and 102 and a grade of D or better in the other Liberal Studies courses (the general education core) in three (3) or fewer attempts. If not, the student will be suspended.
- A student who has been re-admitted after suspension or dismissal and who fails to meet the conditions of reinstatement shall be dismissed from the University.

A student may appeal his/her academic suspension by following the procedures posted on the web pages of the Registrar's Office. For a student enrolled in KYSU Online academic programs, when the appeal reaches the Appeals Committee, they will coordinate their review of the appeal with the Online Advisory Committee or relevant subcommittee of the Online Advisory Committee.

Dismissal:

A student who has been suspended two (2) times and whose current grade-point average falls below 2.0 will be dismissed from the University and must remain out of the University for one (1) year.

- A student who has been granted academic bankruptcy after a period of suspension and who subsequently becomes liable for suspension will be dismissed from the University.
- A student who has been re-admitted after suspension or dismissal and who fails to meet the conditions of reinstatement shall be dismissed from the University.

A student may appeal his/her dismissal from the University by following the procedures posted on the webpages of the Registrar's Office. For a student enrolled in KYSU Online academic programs, when the appeal reaches the Appeals Committee, they will coordinate their review of the appeal with the Online Advisory Committee or relevant subcommittee of the Online Advisory Committee.

RELATED POLICIES/DOCUMENTS:

- 1.1.4 Academic Standing
- 1.1.9 Grading System
- 1.2.2 Appeals to Academic Standing/Status
- 1.3.1 KYSU Online Course Attendance Policy
- 1.3.2 KYSU Online Late Work Policy
- 1.3.5 KYSU Online Policy on the Use of Artificial Intelligence
- 1.3.6 KYSU Online Academic Code of Conduct
- Academic Appeals Procedures and Deadlines¹
- K-Book (Student Handbook)

STATUTORY OR REGULATORY REFERENCES:

N/A

POLICY OWNER/INTERPRETING AUTHORITY:

Academic Affairs

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¹ <https://www.kysu.edu/academics/registrar/appeal-procedures-and-deadlines.php>