

**College of Education and Human Services**  
**Policy # 1.5.2**  
**Unit/Division/Department: COEHS**  
**Policy Title: COEHS Student Appeals Policy**

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Dean Approval Date: 05/25/2022  
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**1. PURPOSE**

The purpose of this policy is to provide guidance about student appeals in the College of Education and Human Services.

**2. RESPONSIBLE OFFICER**

The Associate Dean who oversees the appeals process in COEHS.

**3. SCOPE**

The *COEHS Student Appeal Policy* applies to all academic departments and units and both undergraduate and graduate programs of the college.

**4. BACKGROUND**

Recognizing that evaluation of student performance and programmatic decisions are based on the professional judgments of faculty and staff, decisions that may be appealed by students are limited to the two types of appeals addressed in this policy. At the same time, this policy acknowledges that there are appeal options to students in addition to this policy as established by UW System and/or the State of Wisconsin.

**5. DEFINITIONS**

Type One Appeals: those that are specific to grade decisions made by an individual instructor related to a specific course.

Type Two Appeals: those that are specific to program related decisions made by COEHS Department Chairs, Graduate Program Coordinators and Unit Directors

Instructor: those that conduct instruction at the University including instructional academic staff, lecturers, and faculty.

## 6. POLICY STATEMENT

There are two types of appeals within the College of Education and Human Services.

[Type One Appeals](#) are specific to final grade decisions made by an individual instructor related to a specific course. An instructor's decision regarding individual student product evaluation (i.e. a single assignment within a course) is only subject to appeal if it meets one of the four following criteria:

1. An error was made in grade computation.
2. The grade was based on factors contrary to those stated in the course syllabus or a reasonable interpretation of said syllabus.
3. The grade reflects, in whole or part, some penalty for actions involving the freedom of written or spoken classroom expression.
4. The grade involves a breach of federal or state constitutional protections, federal laws, state statutes, Regent's rules or UW Oshkosh policies.

[Type Two Appeals](#) are specific to program related decisions made by COEHS Department Chairs, Graduate Program Coordinators and Unit Directors. These appeals are limited to the following programmatic decisions:

1. Program admission to the COEHS and/or a program, major or licensure.
2. Transitional decisions (i.e. Admission to student teaching, Admission to Professional Counseling).
3. Exit and/or decisions associated with the graduation process.
4. Program requirements within licensure programs which are available in the UWO bulletin, on the COEHS web site, the department web site and/or in UARC's website for undergraduate concerns.
5. Field experience placements in PEP, Professional Counseling, and HSL, site arrangements, processes and procedures within the divisions.
6. Curricular/program modifications

Type Two Appeals may only appeal decisions made at department and /or division level if they meet one of the following criteria:

- a. The decision was made in error.
- b. The decision was based on factors contrary to those published and/or publicly announced.
- c. The decision was made as a penalty for unrelated factors.
- d. The decision was made in an arbitrary, capricious manner.
- e. The decision was made in violation of federal, state, Regent's, and/or University protections.
- f. While the decision was appropriately made, there exist strong compelling and unique reasons why the standing policy should be set aside totally or be limited to just this instance.

## 7. SUPPORTING DOCUMENTATION

[Student Teach Policy](#)

- [Undergraduate Advising Resource Center Planning Sheets](#)
- [Undergraduate Bulletin 2021-2023](#)
- [Graduate Bulletin 2022-2024](#)
- [Graduate Studies Appeals Procedure](#)

**8. PROCEDURES**

Procedures and the process for how to comply with the policy are found in the following documents. Please note that the timelines listed in the Procedures for Type One and Type Two Appeals may be altered if the student chooses to pursue a Type One and Type Two Appeal simultaneously. Timelines may also be altered for appeals that take place during the January Term, May Term, or Summer.

1. [Procedures for Type One Appeals](#) and
2. [Procedures for Type Two Appeals](#)

**9. REVISION HISTORY**

Date	Brief revision description
11/23/22	Update policy timelines and language

## Procedure Process for COEHS Type One Appeals: Grades

This document outlines the process for Type One Appeals as part of the [College of Education and Human Services Student Appeal Policy](#).

Type One Appeals relate only to final course grades. The process for Type One Appeals consists of two levels – the informal and the formal. The informal process attempts resolution of the issue at the most local level, meaning with the involved instructor, student, and department chair or unit director. The formal process extends the resolution attempt to the Department Appeal Committee and then to the COEHS Support Committee.

Appeals deriving from units would go from Step Two to Step Four.

The parties involved in the formal process include the COEHS Associate Dean. The Dean is generally considered to be a level of appeal, not a member of a prior level committee or group. No portion of this policy is intended to limit student appeals to the Provost, Chancellor or other appeals level defined by System regulation.

The process is laid out in five steps followed in the sequence below.

**Informal Process:** The student must complete the informal process before the **tenth (10<sup>th</sup>) day** of the next regular semester (Fall, Spring, Summer I).

**Step One:** Attempt at resolution through an *informal process* with involved faculty.

1. Students must attempt a resolution through an *informal process* with the involved instructor.
  - a. The student will request a meeting in writing with their instructor after final grades have been posted.
  - b. If after ten (10) days the student has not heard from their instructor, they may move to Step Two.
2. If resolution at this level is unsuccessful, the student may elect to move to Step Two.

**Step Two:** Attempt at resolution through an *informal process* with involved faculty *and* department chair or unit director.

1. Student shall request an informal meeting with the instructor and the appropriate department chair or unit director in **writing**.
2. In the absence of the instructor, the student may elect to meet with the chair/director alone OR move to Step Three
3. Within **ten (10) days** of the meeting with the student, the department chair, program coordinator, or unit director will share a clear decision in writing on the issue with supporting rationale and the COEHS Student Appeal Policy.
4. Should the resolution at this level be unsuccessful, the student may elect to proceed to Step Three.

**Formal Process:** Please note that the formal process must begin by the **tenth (10<sup>th</sup>) day** of the next regular semester (Fall, Spring, Summer I).

**Step Three:** Attempt at resolution through a *formal process* with the Departmental Student Appeal Committee.

1. In the event that the student is not satisfied with the outcome of the informal processes, the student must request a meeting with the Associate Dean in writing. This written request must be dated before the **tenth (10<sup>th</sup>) day** of the next regular semester (Fall, Spring, Summer I). At that meeting, the COEHS Student Appeal Policy and hearing procedure will be discussed with the student, as well as, what the student will need to prepare and file for a formal appeal. The associate dean will ensure the student has access to the Student Appeals Policy, needed forms, and instructions for using the forms. The student and Associate Dean will sign an acknowledgment form indicating that this process occurred.
2. The Associate Dean will inform the department chair or unit director of the student's desire to move to Step Three of the appeal process and create a Student Appeal CANVAS course for the student.
3. The student will submit a written Request for Reconsideration to the Student Appeals CANVAS site within **ten (10) days** of meeting with the Associate Dean.
4. The Request for Reconsideration written by the student must include:
  - a. A description of the nature of the Appeal that clearly states how, and justifies why, this issue qualifies for appeal as a Type One Appeal under one or more of the following criteria:
    - i. An error made in grade computation.
    - ii. Grade is based upon factors contrary to those stated in the course syllabus or a reasonable interpretation of it.
    - iii. Grade reflects, in whole or part, some penalty for actions involving the freedom of written or spoken classroom expression.
    - iv. The grade involves some breach of federal or state constitutional protections, federal laws, state statutes, Regent's rules or UW Oshkosh policies.
  - b. A summary of the results of the Step One and Step Two attempt at resolution through informal procedure with the instructor and department chair or unit director.
  - c. A statement and brief rationale of the desired outcome sought by the student.
  - d. A copy of all supporting evidence and/or documentation the student wishes to bring to the attention of the committee.
5. The Department Chair or Unit Director shall, upon receipt of the Request for Reconsideration, immediately inform the instructor named in the Request. The instructor has **ten (10) days** to provide a written response to the chair.
6. The Department Chair or Unit Director, within **five (5) days** of receipt of the Request for Reconsideration and instructor's response, shall appoint a Department Appeal Committee of three faculty members (not

to include the instructor named in the Request) and provide the committee with the student's Request for Reconsideration and the instructor's written response. All materials provided by the Department Chair or Unit Coordinator to the committee must be in writing and attached to the Appeals CANVAS Course. The committee's review is limited to the documents provided by the department chair, instructor, and the student.

7. The Committee will review all the documents provided by the chair and within **five (5) days** of appointment, the Committee will render to all affected a formal, written decision that states a clear decision with supporting rationale. The decision will be shared with the student in the Student Appeals CANVAS Course.

**Step Four:** Attempt at resolution through *formal process* with the COEHS Support Committee.

1. If the Student decides to move to Step Four of the appeal process, a written appeal including all supporting materials must be uploaded to the Appeals CANVAS course **ten (10) days** of date of the written decision from Step Three. All formal appeals and supporting materials must be in writing and must be complete when presented. All of the applicable following items must be included in the appeal documentation:
  - a. A cover letter introducing the student, a brief narrative stating the nature and context of the specific appeal, and student contact information.
  - b. The specific decision under appeal.
  - c. The rationale(s) for reconsideration of the decision.
  - d. Summary of results of the previous procedure process.
  - e. Desired outcome sought.
  - f. Supporting evidence and/or documentation.
2. The COEHS Associate Dean will notify the Chair of the COEHS Support Committee of the receipt of appeal documents from the student and deliver same.
3. The Committee will convene to hear the appeal within **ten (10) days** of the receipt of the appeal documents from the Associate Dean.
  - a. The Chair of COEHS Support Committee shall inform both student and instructor in writing and/or email of the date/time of the meeting allowing a period of notice of no less than **five (5) days**. A copy of this email will be uploaded to the Student Appeals CANVAS site.
  - b. The Chair will advise the student that they are strongly encouraged to attend.
  - c. Department chair, program coordinator, unit director, or a designated representative should attend as a default decision goes to the student if the program representative fails to attend.
  - d. The student can bring an additional person for support. This individual will not provide any additional evidence.

- e. Meeting must be posted as a closed meeting under Sec 19.84(5), WI Statutes unless the student requests in writing that the meeting be open.
  - f. Any Committee member with a vested interest in the case must recuse themselves. If Committee Chair recuses themselves, an alternate chair will be selected by the remaining committee members.
4. During and following the meeting, the committee shall
    - a. Review all written information submitted by the student as part of the appeal.
    - b. Listen to oral arguments and pose questions and/or facilitate discussion among attendees. All witnesses are to be present during any and all testimony. Please note that the student's support person, if present, is not a witness. All present, except committee members, will be dismissed for committee deliberation.
    - c. Assure that only the written and/or oral testimony of those present serves as the basis for any decision; "testimony" or "statements" alleged to have been made by persons not at the meeting cannot be introduced or considered.
    - d. Keep minutes of the meeting including a record of votes.
  5. Within **five (5) days** of the hearing, the COEHS Student Appeal Committee shall deliver a written decision to the student stating a clear decision on the appeal with rationale supporting that decision via upload to the Student Appeals CANVAS site.

**Step Five:** Final resolution through Formal process with COEHS Dean.

1. Student may appeal the COEHS Support Committee decision if they believe that the process and/or decision was in some substantive manner unfair. In that event, the student may file a written request for reconsideration with the COEHS Dean. This request must be filed within **ten (10) days** of the date of the written decision from the Committee.
2. After a review of all documents, findings, recommendations, supporting rational and process related to the decision, the Dean shall render a written decision within **five (5) days** of receipt of the request for reconsideration. This written decision shall be sent to the student, the department chair/administrator, the COEHS Associate Dean and the COEHS Support Committee.
3. The Dean's decision will be considered final with no further appeal possible except as provided in UW System or campus policy and state law.

Conditions, Limitations & Waivers

**Policy Number: COEHS Appeals Policy**

1. All steps of either appeal process must be followed sequentially and all appeal petitions must be individually filed.
2. All decisions from department chairs, committee chairs, associate dean and dean shall be written as formal letters or memoranda. In the interest of timeliness, these will be uploaded to the Student Appeals CANVAS site.
3. Waiver of the policy in any individual occurrence does not void or supplant the entire or rest of this Appeal Policy.
4. Further instructions are present on the Student Appeals CANVAS site.

No policy and/or procedure in this college policy is intended nor will act to contravene any university, UW System or State of Wisconsin policy or process.



## Procedure Process for Type Two Appeals: Programmatic Decisions

This document outlines the process for Type Two Appeals as part of the [College of Education and Human Services Student Appeal Policy](#).

Type Two Appeals are specific to program related decisions made by COEHS Department Chairs, the Professional Education Program, Graduate Program Coordinators and Unit Directors. These appeals are limited to the following programmatic decisions:

1. Program admission to the COEHS and/or a program, major or licensure.
2. Transitional decisions (i.e. Admission to student teaching, Admission to Professional Counseling).
3. Exit and/or decisions associated with the graduation process.
4. Program requirements within licensure programs which are available on the COEHS web site, the department web site and/or in UARC's website for undergraduate concerns.
5. Field experience placements in PEP, Professional Counseling, and HSL, site arrangements, processes and procedures within the divisions.
6. Curricular/program modifications

The process for type two appeals consists of both preliminary and formal procedures. The preliminary procedure attempts informal resolution of the issue at the most local level with the appropriate department chair, program coordinator, or division director. The formal procedure is a subsequent review by the COEHS Support Committee and may include review by the Dean.

**Preliminary Procedure:** The student must complete the Preliminary Procedure before the **tenth (10<sup>th</sup>) day** of the next regular semester (Fall, Spring, Summer I).

1. The student shall request an informal meeting in writing with the appropriate department chair, program coordinator, or unit director.
2. The department chair, program coordinator, or unit director is responsible for assuring that the student is provided a copy of the COEHS Student Appeal Policy at the meeting.
3. Within **five (5) days** of the meeting with the student, the department chair, program coordinator, or unit director will email the student and other individuals directly involved, if any, a document that states a clear decision on the issue with supporting rationale.

Formal Procedure

6. In the event that the student is not satisfied with the outcome of the preliminary procedures, the student must schedule a meeting with the

Associate Dean within **five (5) days** of the informal decision being delivered to the student. At that meeting, the COEHS Student Appeal Policy and hearing procedure will be discussed with the student, as well as, what the student will need to prepare and file for a formal appeal. The associate dean will ensure the student has access to the Student Appeals Policy, needed forms, and instructions for using the forms. The student and Associate Dean will sign an acknowledgment form indicating that this process occurred.

7. If the Student decides to file a formal appeal, a written appeal including all supporting materials must be filed within **ten (10) days** from date of the written decision from the informal procedure. The COEHS Associate Dean will provide additional instructions. All formal appeals and supporting materials must be in writing and must be complete when linked to the Student Appeals CANVAS site. All of the following applicable items must be included in the appeal documentation:
  - a. A cover letter introducing the student, a brief narrative stating the nature and context of the specific appeal, and student contact information.
  - b. The specific programmatic decision under appeal
    - i. Program admission to the COEHS and/or a program, major, or licensure.
    - ii. Transitional decisions (i.e., Admission to student teaching, Admission to Professional Counseling).
    - iii. Exit and/or decisions associated with the graduation process.
    - iv. Program requirements within licensure programs which are available on the COEHS website, the department website, and/or in UARC's website for undergraduate concerns.
    - v. Field experience placements in PEP, Professional Counseling, and HSL, site arrangements, processes and procedures within the divisions.
    - vi. Curricular/program modifications
  - c. The rationale(s) for reconsideration of the decision
    - i. The decision was made in error.
    - ii. The rationale for the decision was vague, contradictory, or unclear.
    - iii. The decision was based on factors contrary to those published and/or publicly announced.
    - iv. The decision was made as a penalty for unrelated factors.
    - v. The decision was made in an arbitrary, capricious manner.
    - vi. The decision was made in violation of specific federal, state, Regent's, and/or University laws and/or regulations.
    - vii. While the decision was appropriately made, strong, compelling, and unique reasons exist for the standing policy being set aside.
  - d. Summary of results of the preliminary procedure process
  - e. Desired outcome sought
  - f. Supporting evidence and/or documentation

8. The COEHS Associate Dean will notify the Chair of the COEHS Support Committee of the receipt of appeal documents from the student and deliver same.
9. The Committee will convene to hear the appeal within **ten (10) days** of the receipt of the appeal documents from the Associate Dean.
  - a. The Chair of COEHS Support Committee shall inform both student and program representative in writing of the date/time of the meeting allowing a period of notice of no less than **five (5) days**.
  - b. The Chair will advise the student that they are strongly encouraged to attend.
  - c. Department chair, program coordinator, division director or a designated representative should attend as a default decision goes to the student if the program representative fails to attend.
  - d. The student can bring an additional person for support. This individual will not provide any additional evidence.
  - e. Meeting must be posted as a closed meeting under Sec 19.84(5), WI Statutes unless the student requests in writing that the meeting be open.
  - f. Any Committee member with a vested interest in the case must recuse themselves. If Committee Chair recuses her/himself, an alternate chair will be selected by the remaining committee members.
10. During and following the meeting, the committee shall
  - a. Review all written information submitted by the student as part of the appeal.
  - b. Listen to oral arguments and pose questions and/or facilitate discussion among attendees. All witnesses are to be present during any and all testimony. Please note that the student's support person is not a witness. They may be dismissed for committee deliberation.
  - c. Assure that only the written and/or oral testimony of those present serves as the basis for any decision; "testimony" or "statements" alleged to have been made by persons not at the meeting cannot be introduced or considered.
  - d. Keep minutes of the meeting including a record of votes.
11. Within **five (5) days** of the hearing, the COEHS Support Committee shall deliver a written decision to the student stating a clear decision on the appeal with rationale supporting that decision. Copies will be sent to the COEHS Associate Dean and the Department Chair, program coordinator, division director or a designated representative of any who was in attendance at the meeting in their stead.
12. Student may appeal the COEHS Support Committee decision if they believe that the process and/or decision was in some substantive manner unfair. In that event, the student may file a written request for reconsideration with the COEHS Dean. This request must be filed within

- ten (10) days** of the date of the written decision from the Committee.
13. After a review of all documents, findings, recommendations, supporting rationale and process related to the decision, the Dean shall render a written decision within **five (5) working days** of receipt of the request for reconsideration. This written decision shall be uploaded to the Student Appeals CANVAS site.
  14. The Dean's decision will be considered final with no further appeal possible except as provided in UW System or campus policy and state law.

#### Conditions, Limitations & Waivers

5. All steps of either appeal process must be followed sequentially and all appeal petitions must be individually filed.
6. All decisions from department chairs, committee chairs, associate dean and dean shall be written as formal letters or memoranda. In the interest of timeliness, these will be uploaded to the Student Appeals CANVAS site.
7. Waiver of the policy in any individual occurrence does not void or supplant the entire or rest of this Appeal Policy.
8. Further instructions are present on the Student Appeals CANVAS site.

No policy and/or procedure in this college policy is intended nor will act to contravene any university, UW System or State of Wisconsin policy or process.