

A. Description

The Academic Enrollment Appeals Policy allows undergraduate and graduate students to appeal enrollment decisions under extenuating circumstances with appropriate documentation. This policy outlines the process and criteria for such appeals.

B. Definition(s)

Enrollment Appeal

A formal request by a student to reconsider an enrollment decision.

Extenuating Circumstances

Situations beyond a student's control that impact their enrollment status. Examples include:

Medical emergencies that are debilitating and beyond a student's control – Documentation required; Medical documentation from a licensed medical provider showing inability to complete or engage in coursework.

Death in the student's immediate family (parent, sibling, grandparent, or child) – Documentation required; Mass program, obituary, or other such documentation.

Errors made by SOU – Documentation required; Communication with the entity which caused the error.

Natural disaster or other unforeseen emergency circumstances.

Enrollment Decisions

Enrollment decisions at the student record level refer to formal actions and deadlines related to a student's academic enrollment status, which directly impact their transcript, progress toward a degree, and financial responsibilities. These decisions are governed by university policies and must align with published academic deadlines. Examples include but are not limited to:

Course Add/Drop: Choosing to add or drop a course outside of the university's official add/drop period.

Example: A student wants to add a course during week six of the term.

Course Withdrawal: Withdrawing from a course after the add/drop period but before the withdrawal deadline, which typically results in a "W" on the transcript.

Example: A student at SOU withdraws from a math course in week 6 due to personal challenges, avoiding a failing grade.

Credit Hours Adjustment: A change in the number of academic credit hours a student is officially enrolled in for a given course or term. This can only occur when a course allows variable credit (e.g., 1–6 credits), or when a correction is needed due to a registration error.

Example: A student enrolls in a Faculty-Supervised Research course listed as 1–4 credits. Initially registered for 2 credits, the student later agrees with the faculty mentor to increase the workload and updates the enrollment to 4 credits.

Grade Option Changes: Switching between grading options, such as letter grade and pass/no pass, after the deadline. Will only be considered for courses that allow changing of grade mode.

Example: A student enrolled in a general elective requests to switch to pass/no pass grading to protect their GPA.

Late Enrollment Petition: Requesting to enroll in a class after the deadline due to extenuating circumstances.

Example: A student petitions to add a required course in week 3 after a system error prevented timely registration.

Non-Extenuating Circumstances

Routine circumstances that do not qualify as extenuating include but are not limited to:

- Appeals beyond the time limit (30 days following the end of the term being appealed).
- Failure to follow the proper withdrawal procedures.
- Lack of knowledge of applicable dates and timelines (SOU's Academic Calendar is available to all students).
- Changes in work schedule or employment.
- Failure to verify class schedule changes, including changes made by the student via the web interface.
- Non-attendance of classes.
- Forgetting to register in a class even though attending.
- Holds preventing student registration in the course.
- Personal errors in judgment regarding the availability of finances to pay associated charges, including availability of financial aid.
- Personal errors in judgment regarding class work load and academic ability.
- Personal errors in judgment regarding time management.
- Personal errors in judgment regarding the availability of transportation to and from classes.
- Dissatisfaction with the course content or instructor. If appealing for this reason, contact the SOU Provost Office.
- Inadequate investigation of course requirements prior to registration / attendance (including repeated coursework and repeat course limits).
- Non-qualification, late application, or loss of eligibility for financial aid or scholarships.
- Failure to read information / notices sent to the student's official SOU email. [SOU's Email Communication Policy](#) is available for review.
- Student errors resulting in the delay of administrative processing relative to registration or the delivery of financial aid funds. This includes delays in resolving holds preventing registration activities.
- Appealing credits or tuition for courses which do not contribute towards major and/or degree requirements (including those resulting from changes in major or catalog year).
- Mandatory fee appeals (e.g. wishing to appeal the student fees due to not using the Student Recreation Center or La Clinica Student Health and Wellness Center).
- Failure to verify self-enrollment in Distance & Continuing Education, Online, or Self-Support courses, resulting in additional tuition charges.
- Lack of documentation to support the appeal request.

- Failure to completely read all documentation regarding non-admit enrollment, continuing education, or professional development courses.
- Violation of any other SOU policy in the course of registration activities (including violation of the SOU Computing Resources Acceptable Use policy).

C. Policy Statement

Students may submit an enrollment appeal for review by the Enrollment Appeals Committee to request exceptions to standard academic policies due to documented extenuating circumstances. Appeals may be submitted for issues such as:

- Late course additions
- Credit hour adjustments
- Course withdrawals
- Grade mode changes (e.g., letter grade to pass/no pass)
- Late enrollment

Appeals must be filed within 30 days of the end of the term being appealed. Appeals submitted after this deadline will not be considered unless the student provides documentation of additional or ongoing extenuating circumstances that prevented timely submission. Incomplete appeals will not be accepted.

The Enrollment Appeals Committee consists of three members appointed by the University Registrar and includes faculty and/or staff from the following offices:

- Dean of Students Office
- Academic Advising (staff or faculty)
- Registrar's Office

The University Registrar serves as the appeal authority but does not participate in the committee's deliberations or meetings. The University Registrar may designate another administrator to review appeals if a conflict of interest is present.

Please note that this appeal process does not cover:

- Tuition and fee-related decisions (handled by the Bursar's Office under the Tuition and Fee Refund Appeal)
- Grade grievances (processed through the academic department)
- Financial Aid Satisfactory Academic Progress (SAP) appeals
- Parking appeals
- Housing appeals

This policy may be revised at any time without notice. All revisions supersede prior policy and are effective immediately upon approval.

D. Relevant Authority

There are no federal regulations that guarantee or mandate a university student's right to appeal their enrollment status for a term (such as being withdrawn, suspended, or denied re-enrollment). However, federal laws can influence or protect certain aspects of the process, depending on the situation:

1. Americans with Disabilities Act (ADA) / Section 504

If a student's enrollment status is affected due to a disability, the university must ensure that its decisions do not discriminate and that reasonable accommodations are provided. Denial or removal without accommodating a known disability could violate federal law. (<https://www.ed.gov/laws-and-policy/individuals-disabilities/section-504>)

2. Military Service Readmission (34 CFR § 668.18)

There are federal protections for students who leave due to military service. These students are generally entitled to enrollment adjustment without penalty, provided they meet specific criteria.

(<https://www.ecfr.gov/current/title-34/subtitle-B/chapter-VI/part-668/subpart-B/section-668.18>)

E. Other Information

Complete the online [Academic Enrollment/Withdrawal Appeal Form](https://cm.maxient.com/reportingform.php?SouthernOregonUniv&layout_id=3)

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If there are questions about the process, status of an appeal or additional guidance is needed contact academicappeals@sou.edu

The Policy Contact, defined above, will write and maintain the procedures related to this policy and these procedures will be made available within the Custodial Office.