

Academic Resolution Process Student Resource Guide

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The Academic Resolution Process is a student-focused resource that supports students in addressing and resolving concerns or issues that may arise within the classroom. Please know, providing evidence/documentation will ensure a full investigation. We will share our findings with Academic Leadership and Faculty Support Staff, as appropriate. As your issue may involve personnel matters, we are unable to disclose any information to you regarding the possible corrective action that may or may not be taken with the instructor.

Research University Policies and Procedures

Every college has an official policy in place for your concern. Review the University of Arizona Global Campus website, [Global Campus Catalog](#), and classroom policies to connect to guidelines and expectations that relate to your concern. Referencing school policy and classroom expectations is important as decisions are made in reference to these policies.

Share the evidence

Students utilizing the Academic Resolution Process are responsible for providing any documentation that they would like to be reviewed. This may include emails and/or text messages. We do not have access to information that takes place outside of the classroom. If documentation is not provided, we may not be able to investigate their concerns.



Avoid Assumptions

It is important that you avoid any assumptions in the submission of the [Resolution Center Form](#). This is an opportunity for you to identify any objective error that you feel has taken place in your course and provide support for your desired outcome. Clearly articulate your desired outcome.

State your expectation(s) upfront. Any penalties for submitting unexcused late assignments should be clearly outlined and grading rubrics should be publicized and used for the grading of all assignments. Reference the expectations that have been set for you in the classroom in order to provide a clear understanding of the concern.



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Student Resource Guide Continued:

The [Resolution Center Form](#) can be utilized to report a concern with your instructor or request a revision of grading in your course. Please **do not** complete the Resolution Center Form if any of the follow apply:

- You wish to request a course grade of "I" (Incomplete) before your course end date. You should work directly with your instructor to request an incomplete grade. This includes Pre-Authorized Incompletes. See the Incomplete Grades Policy in the [Global Campus Academic Catalog](#).
- You wish to request a course grade of "W" (Withdraw from course) before your course end date. You should discuss this option with your Academic Advisor.
- You are a student with a documented military necessity/deployment before a course end date and wish to request a course grade of "I" (Incomplete) or "W" (Withdraw from course) by requesting an Incomplete through your instructor or submit a Military Drop Request form which is located in the Student Portal.
- You wish to request a credit for the cost of a course due to medical hardship, death, natural disaster or extenuating circumstances that occurred during the course. Please work with your Academic Advisor to submit a Tuition Credit Request.
- If you have a concern in which you would like to report claims of bias or discrimination that does not involve a request or revision of grading in the course, please review the information provided in the [Resolution Procedures](#) to help with submission of your claims.

Grading Can Be Subjective

You have the right to expect thoughtful and clearly defined approaches to course grading, but you must recognize that use of instructor expertise as per course rubrics is valid in the classroom. Review the rubric and the assignment. Be sure you understand the learning outcomes of the assignment housed in the syllabus, the key requirements, and the evaluation criteria. Discuss how you feel your work meets the standards outlined in each rubric objectively.

Tips for Engaging in the Academic Resolution Process

Avoid emotional language and personal attacks. Instructors are here to help you meet the course objectives and help position your success in future classes. So, as an alternative to discussing the intensity of your efforts, stress the quality of your work. You can challenge any grade that you deem unfair. We understand that this process may place additional stress and expectations on you to collect, document, and explain the details of your request. We value your experience as a student and have provided this opportunity to ensure that your voice is heard.

Request an Appointment

If you are feeling unsure about how to complete the [Resolution Center Form](#) and would like to get more information about how this process can support your desired outcome, please email resolution@uagc.edu and request an appointment to speak with a representative. Once we receive your Academic Resolution Request, we will be in contact with you.