

Student Guide:

Preparing & Submitting a Course Drop & Term Withdrawal Appeal

As you prepare your appeal, please keep the following in mind:

- Appeals can be for a current semester course drop, retroactive course drop, or retroactive term withdrawal.
- Appeals are reviewed weekly and should be **submitted by 10am each Monday**. Students will receive notification within 4 business days of review (ex: if reviewed on Thursday, decisions will be sent by the following Tuesday).
- Appeal reasons can be for medical, psychological or personal life circumstances.
- Students will receive a W grade(s) for courses dropped via the appeals process.
- The Appeals Committee does not review requests to remove Ws.
- University Policy does not allow changes to a transcript more than one year from the date the degree was conferred.

Key Points:

Current and Retroactive Course Drop	Retroactive Term Withdrawal
<ul style="list-style-type: none"> ▪ Students may request a course drop in the current term and go below 12 hours. Students should check for potential impact on financial aid. ▪ Students may request a retroactive course drop – meaning a request that is submitted after the last day of classes in a term. ▪ Students are rarely approved to drop below 9 hours. ▪ Students must make a direct link between the extenuating circumstances and the particular courses requesting to be dropped. ▪ There are no refunds for approved course drops. 	<ul style="list-style-type: none"> ▪ If approved, there is no refund. ▪ If approved, the term does not count as a semester-in-residence. ▪ Students typically allow time to elapse between the term and the appeal in order to demonstrate academic and personal recovery before being granted a retroactive withdrawal.

**Should you be navigating an especially personal matter that is difficult to disclose in an appeal, please contact the Chair of the Appeals Committee. Your Academic Advisor will be happy to connect you.*

How is each Appeal request evaluated?

The Committee reviews each request on an individual basis. The following information is meant to assist you in not only considering if an appeal is appropriate, but also how you should prepare your appeal and materials. We encourage you to review the [faculty guidelines](#) for a complete explanation. Once you have reviewed this document, the following may serve as a checklist.

Current and Retroactive Course Drop	Retroactive Term Withdrawal
<ul style="list-style-type: none"> ▪ Confirm that you navigated an extenuating circumstance outside of your control. ▪ Provide a compelling explanation of the difficulties that kept you from meeting your academic obligations. ▪ Make a direct connection between those circumstances and your performance in the particular class. ▪ Share any steps you took to resolve the situation. <ul style="list-style-type: none"> ○ These may include speaking with the course instructor, working with tutors, counselors, medical provider, reducing work hours, and/or seeking other support or relief. ▪ Provide Supporting Documentation that confirms extenuating circumstances and/or steps taken to resolve challenges ▪ (Retroactive Course Drop) Describe how you resolved or are able to manage the challenges by improving your academic performance in subsequent terms. 	<ul style="list-style-type: none"> ▪ Confirm that you navigated an extenuating circumstance outside of your control. ▪ If you were unable to complete the term, explain why you did not seek withdrawal in a timely manner. ▪ Provide Supporting Documentation that confirms extenuating circumstances and/or steps taken to resolve challenges. ▪ Reflect on your degree of responsibility for addressing the issues that caused the poor performance. ▪ Describe how you resolved or are able to manage the challenges by improving your academic performance in subsequent terms.

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Tips for Developing an Effective Appeal:

- **Share what factors beyond your control contributed to your academic situation.**
Describe how these factors had a direct impact on your academic performance. Be as specific as possible. Provide any evidence that you were doing well until the circumstances occurred. If you performed well in other courses but not a specific course, be especially clear about what factors influenced your performance in that specific course and why other courses were not affected.
- **Describe the action you took at the time to address the issues.**
Explains the steps you took to resolve the issue(s) and your decision-making process. Let the committee know if you sought support from on or off campus resources (including academic advising).
- **Explain how things are different now.**
Share if and how the problem has been resolved, and what (if anything) has changed about the factors which impacted your academic performance. Share any adjustments you made to get back on track.
- Include as many *relevant* details as possible, and be clear and concise. Take time to think about your statement and write it well. Include relevant documentation of circumstances or resolution.

Identifying Supporting Documentation: *Supporting documentation should corroborate information shared in the appeal.*

Examples of acceptable forms of supporting documentation for various situations:

- Academic
 - Letter of support from course instructor, TA, or tutor who can attest to your use of office hours and other academic resources
 - A copy of co-curricular transcript (CCT)
 - Official or unofficial transcript that confirms recent grades from courses completed at another institution
 - Copy of email communications from course instructor that confirms plan to resolve IN/AB grade in previous coursework
- Physical & Mental Health
 - Letter from health or mental health provider in support of continued enrollment at UNC
 - Appointment history and/or relevant medical records
 - Copy of any psychoeducational evaluation results (ex. ADHD, test anxiety, etc).
- Employment Obligations
 - Copy of work schedule that includes hours worked
 - Letter of support from employer
 - Deployment information (for military affiliated students)
- Financial
 - Relevant financial statement(s) – *Be sure to redact SSN*
 - Apartment/leasing contracts
- Other Relevant Supporting Documents
 - Copy of obituary if experienced loss of loved one
 - Photos of any damage incurred in instances of car accident, natural disaster, etc.
 - Police reports or court documents (as appropriate)

Why might an Appeal request be denied?

- Typically, a grade of C or higher was earned in the course.
- Student has not demonstrated academic recovery.
- Insufficient documentation.
- No link between the issue(s) and course or term.
- Appeal responses are incomplete.
- More than one year has elapsed since the date the degree was conferred.
- Student has already received previous accommodations for similar reasons.

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Preparing the Appeal Request

Before go to submit your appeal request, we want to prepare you to address to the appropriate questions. We encourage you to work on your responses in a word document before completing the form so that you have the space and time to be reflective and thorough.

Step 1: When you first enter the form, you will be asked to identify the term and (if needed) the specific courses you wish to drop. If you are requesting that a withdrawal of an entire term, select the specific term and the checkbox for the term withdrawal (no courses need to be selected).

Step 2: Once you enter the type of request, you will then be asked to identify the primary basis for appeal.

Your options are:

1. [Medical](#)
2. [Psychological](#)
3. Life Circumstances - *If you select Life Circumstances, additional options are made available to you*
 - a. [Death of a close family member or friend](#)
 - b. [Employment](#)
 - c. [Family](#)
 - d. [Personal](#)
 - e. [Legal](#)
 - f. [Military](#)
 - g. [Academic Related errors](#) (not for grading disputes)

Step 3: Respond to the corresponding questions. The questions for the respective option above are linked below.

Medical...

1. What is the medical issue impacting your academic performance?
2. Provide a timeline of your issue.
3. What treatment did you receive?
4. How did it affect your performance in the class(es) you are requesting to drop?
5. If you are requesting a drop of all classes, how were all of your classes impacted?
6. What resources did you use or are you using?
 - Academic Advising Program
 - Academic Support Program for Student Athletes
 - Accessibility Resource Services
 - Campus Health Services
 - Carolina Student Legal Services
 - Carolina Women's Center
 - Center for Student Success and Academic Counseling
 - Counseling and Psychological Services (CAPS)
 - Dean of Students Office
 - Equal Opportunity Office
 - Instructor
 - LGBTQ Center
 - Other
 - Other Department staff
 - Outside Provider
 - Scholarships and Student Aid
 - Student Wellness
 - The Learning Center
 - The Writing Center
 - Tutoring Services
 - University Career Services
 - University Ombuds Office
7. Is your medical issue ongoing or resolved? If on-going, how are you continuing to address the issue?
8. Is there any additional relevant information you would like the committee to know that wasn't provided in your previous answers?

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Psychological...

1. What is the psychological issue impacting your academic performance?
2. Provide a timeline of your psychological issue, including the most recent occurrence [recommend essay box with a 150 - 200 word limit]
3. What treatment did you receive and/or are currently receiving?
4. How did it affect your performance in the class(es) you are requesting to drop? [For course drop request]
5. How did it affect your performance in the semester you are requesting to withdraw from? [For semester withdrawal request]
6. Why were your other classes not impacted?
7. What resources did you use or are you using?
 - Academic Advising Program
 - Academic Support Program for Student Athletes
 - Accessibility Resource Services
 - Campus Health Services
 - Carolina Student Legal Services
 - Carolina Women's Center
 - Center for Student Success and Academic Counseling
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 - Tutoring Services
 - University Career Services
 - University Ombuds Office
8. How are you addressing your on-going psychological issue?
9. What strategies and services are you utilizing to address your psychological issues?
10. Is there any additional relevant information you would like the committee to know that wasn't provided in your previous answers?

Life Circumstances - Death of a close family member or friend...

1. What is the name of the person who died and what is your relationship to the person?
2. How has this loss impacted your academics as it pertains to the course drop(s) you are requesting?
3. How has this loss impacted your other courses?
4. What resources did you use or are you using?
 - Academic Advising Program
 - Academic Support Program for Student Athletes
 - Accessibility Resource Services
 - Campus Health Services
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5. Is there any additional relevant information you would like the committee to know that wasn't provided in your previous answers?

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Life Circumstances - Employment...

1. What were your dates of employment in the term?
2. What is the average number of hours you worked per week?
3. What is your reason for working during the term?
4. How does employment impact your academic performance in the class(es) you are requesting to drop?
5. What steps have you taken to balance your job and academics?
6. What resources did you use or are you using?
 - Academic Advising Program
 - Academic Support Program for Student Athletes
 - Accessibility Resource Services
 - Campus Health Services
 - Carolina Student Legal Services
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7. Is there any additional relevant information you would like the committee to know that wasn't provided in your previous answers?

Life Circumstances - Family...

1. Please describe the family situation that is impacting your academic performance.
2. Provide a timeline of your family situation.
3. How are you addressing the situation now and what are your plans for the future?
4. What resources did you use or are you using?
 - Academic Advising Program
 - Academic Support Program for Student Athletes
 - Accessibility Resource Services
 - Campus Health Services
 - Carolina Student Legal Services
 - Carolina Women's Center
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Life Circumstances - Personal...

1. Please describe the personal situation that is impacting your academic performance.
2. Provide a timeline of the situation.
3. Are the issues resolved or ongoing?
4. How did the situation affect your performance in the class(es) you are requesting to drop?
5. What resources did you use or are you using?

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6. Is there any additional relevant information you would like the committee to know that wasn't provided in your previous answers?

Life Circumstances - Legal...

1. Provide a timeline of your legal issue.
2. How did/does it affect your performance in the class(es) you are requesting to drop?
3. If you are not requesting a drop of all classes, how were/are your other classes impacted?
4. What resources did you use or are you using?
 - Academic Advising Program
 - Academic Support Program for Student Athletes
 - Accessibility Resource Services
 - Campus Health Services
 - Carolina Student Legal Services
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5. Is your legal issue ongoing or resolved? If ongoing, how are you continuing to address the issue?
6. Is there any additional relevant information you would like the committee to know that wasn't provided in your previous answers?

Life Circumstances - Military...

1. What is the military obligation impacting your academic performance?
2. Provide a timeline of the military obligation.
3. How did/does it affect your performance in the class(es) you are requesting to drop?
4. If you are now requesting a drop of all classes, how were/are your other classes impacted?
5. What resources did you use or are you using?
 - Academic Advising Program
 - Academic Support Program for Student Athletes
 - Accessibility Resource Services
 - Campus Health Services
 - Carolina Student Legal Services
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- Equal Opportunity Office
 - Instructor
 - LGBTQ Center
 - Other
 - Other Department staff
 - Outside Provider
 - Scholarships and Student Aid
 - Student Wellness
 - The Learning Center
 - The Writing Center
 - Tutoring Services
 - University Career Services
 - University Ombuds Office
6. Is there any additional relevant information you would like the committee to know that wasn't provided in your previous answers?

Life Circumstances - Academic Related errors (not intended for grading disputes)...

1. Please describe the academic error that is impacting your academic performance.
2. Provide a timeline of your situation.
3. What steps did you take to resolve the situation?
4. What resources did you use or are you using?
 - Academic Advising Program
 - Academic Support Program for Student Athletes
 - Accessibility Resource Services
 - Campus Health Services
 - Carolina Student Legal Services
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5. Is there any additional relevant information you would like the committee to know that wasn't provided in your previous answers?