



COLLEGE OF ARTS AND SCIENCES
Undergraduate Education

ACADEMIC AND FINANCIAL AID (SAP) ELIGIBILITY

APPEAL RESOURCE GUIDE

*A step-by-step guide to preparing a
thorough and thoughtful appeal.*



**SCHOLARSHIPS
AND STUDENT AID**



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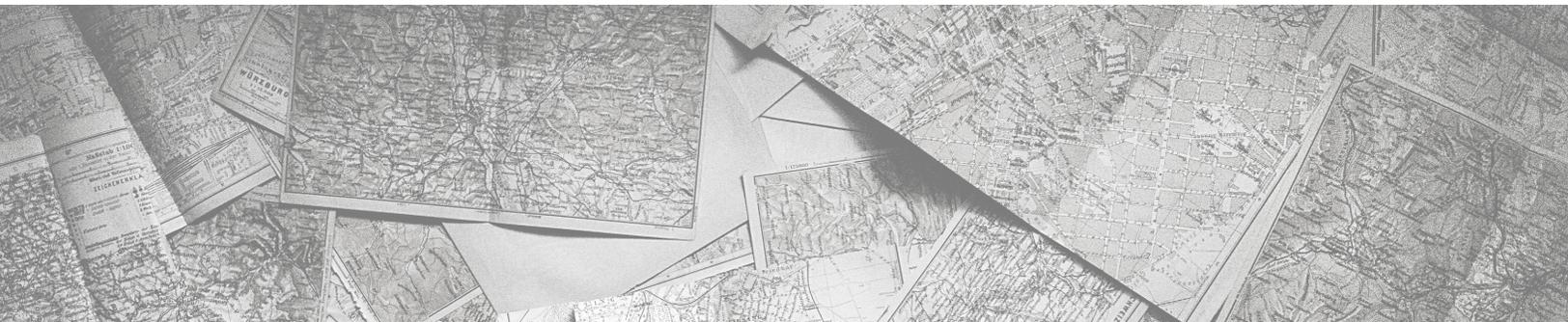
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Appeals Overview

This guide is intended for use by students who have fallen short of Academic Eligibility and/or Satisfactory Academic Progress (SAP) standards. The appeal for probation process is a space for self-reflection and intentional action that allows students to work towards restoring academic and/or financial aid eligibility. In this highly reflective process, you will learn a lot about yourself while exploring opportunities for support at UNC. Additionally, you will gain:

- An in-depth understanding of the challenges that led to your current academic standing
- Knowledge of available campus resources and supports
- Use SMART (Specific, Measurable, Actionable, Realistic, and Time-bound) goals to guide future success

YOU ARE NOT ALONE

Each year approximately 600 undergraduate students have significant academic difficulties that impact their academic eligibility standing. In addition to academic difficulty, students often share that they are facing other challenges that impact their academic success including:

- Mental health challenges
- Death or major illness of loved one
- Personal illness, injury, or other trauma/crisis
- Financial challenges and unmet basic needs

IN 2019-2020

600

UNIQUE
STUDENTS HAD
FALLEN SHORT OF
GOOD STANDING

"My advisor was very caring, listens well, knew an astounding amount of information to help me, and was a huge proponent of my return to good standing. I would not have known about the resources I truly needed, without her."

WE ARE HERE TO HELP

No matter the circumstance that led you to this point, please know that we care deeply about your success. You are encouraged to meet 1-1 with an academic advisor to set goals for restoring your academic eligibility, explore opportunities to connect with support resources, and develop a plan of action for academic success at UNC. We are here for you!

HOW TO PREPARE YOUR APPEAL

1 Know Your Options

- Review Academic Eligibility and Financial Aid SAP Standards.
- Check your academic eligibility and SAP summary in ConnectCarolina.
- Thoroughly read over all appeal instructions.
- Consider whether full-time, underload, or part-time enrollment would best support your academic success and wellbeing.

2 Note Important Dates

Make note of all important deadlines:

- Important appeal for probation, SAP, and Return to Carolina dates.
- Also note, key course enrollment and drop dates from the University Registrar's calendar.

3 Be Thoughtful

- Review appeal tips and resources.
- Note any questions you have regarding the process and consult your academic advisor for support.
- Gather any key supporting documents that will be needed for your appeal.

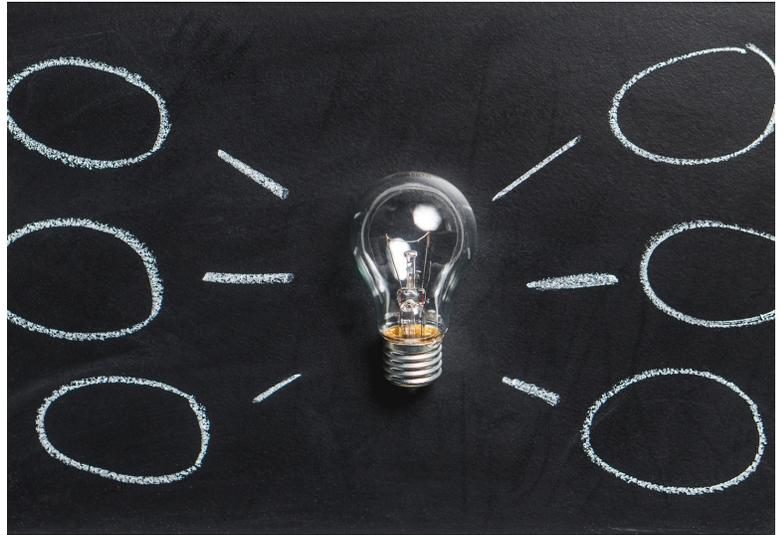
4 Tell Your Story

- Briefly describe any extenuating circumstances and the impact of these situations on your academic performance.
- Reflect and share how you responded to the situation
 - What resources did you seek?
 - What action did you take in response to the challenges you faced?



5 Plan for Success

- What new study habits will you incorporate into your routine?
- How have you navigated the challenges you faced?
- What is necessary to restore good standing?
- What courses might facilitate your success?



6 Have a Plan B

In the event that your appeal is denied, what is your alternative plan? As you prepare your plan of action, be sure to research your options to develop a sound "plan B."

Options may include:

- Employment and volunteer service
- Successful completion of courses at other institutions
- Treatment for any health, mental health, or substance use issues

BODY
MIND
+ SPIRIT

YOU

7 Keep Calm, Patient, & Organized

- Take time to proofread your appeal and all documentation before you submit.
- Keep a copy of appeal materials for your records.
- Be patient with the process as each appeal must be considered individually.

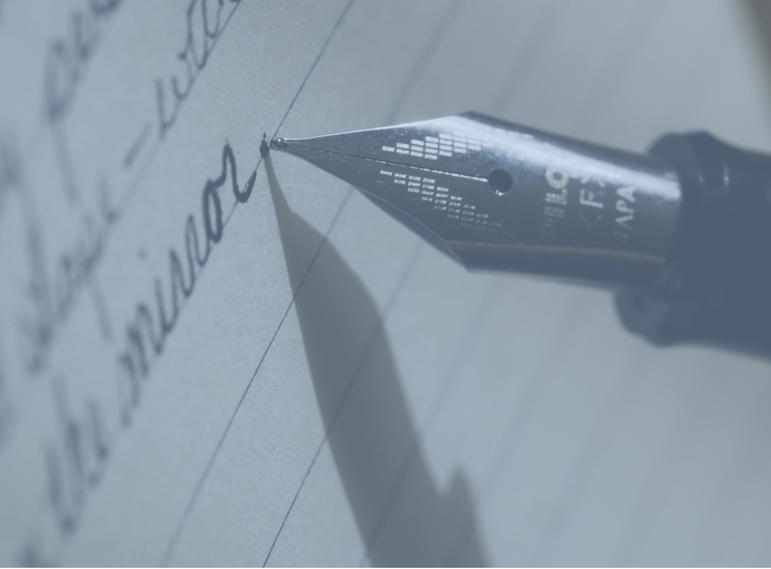
We Are Here For You!

Remember, your academic advisor cares about your success and is available to meet with you about academic success at UNC, appeals, Return to Carolina, or any questions/concerns that you may have.



SUCCESS
⇒ go get it ⇒





Tips for Writing the Letter of Appeal

The letter of appeal is your opportunity to explain the extenuating circumstances that led to your financial aid suspension and/or academic standing. The following tips are meant to help you prepare a clear, concise, and compelling letter of appeal:

FORMAT

Use professional letter format:

- Date
- Professional greeting
- Subject line and body
- Complimentary closing

Page length: 1-2 pages

Font: 10-12 point basic font

Basic sample letter templates are available in MS Word.

CONTENT

Be honest and factual. We want to know what you understand of the circumstances that led to this point. How did you get here? What have you learned?

Be clear and specific. Do not share details that are not related to your appeal request or your main message. Include relevant dates and event details.

Be brief. It is better to write a good, short letter than a long, drawn out narrative. Write concisely.

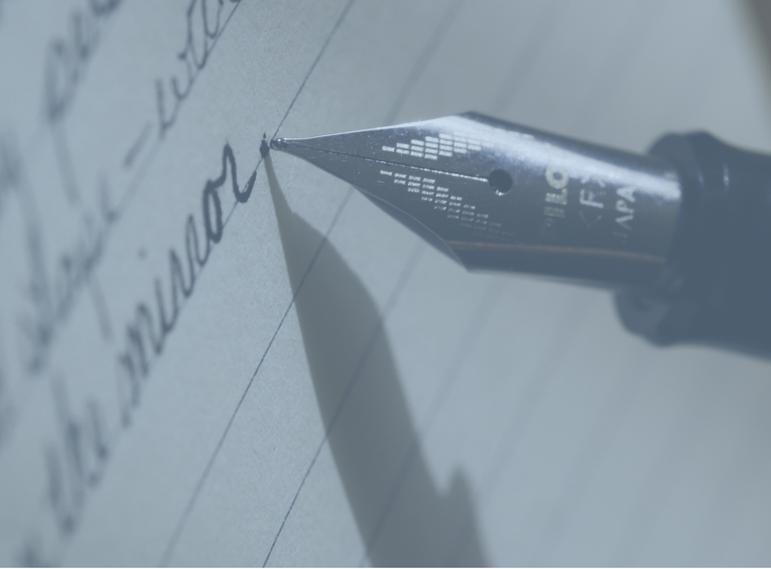
Be self-reflective. Clearly explain how your situation has improved. How have you demonstrated resilience and persistence? In what areas might you need additional support?

Proofread your letter. An error-free letter makes a better impression. If you are comfortable doing so, ask a trusted friend, teacher, or advisor to read over your letter.

FINAL TIPS



- Make copies of your letter for your personal records.
- Be sure to submit your appeal in advance of the due date.



Sample Letter of Appeal

This sample letter is meant as a guide **ONLY**. We do not expect your letter to be formatted or worded in this way. This sample is merely a guide to help you get started. We encourage you to share your story in the way that you are most comfortable.

Date

Dear Appeal Review Committee (or other professional greeting),

My name is _____ and I would like to request academic probation for the upcoming semester (or term). In _____ {insert term}, I experienced {briefly describe situation} that impacted my academics in the following ways: _____, _____, _____ {list how grades were impacted by situation}. In addition to this situation, I faced other challenges that led to my academic standing including-- _____, _____, _____ {list any other mitigating challenges}. *Tip: Be clear and specific. Do not include details that are not related to your appeal request.*

Since this time, I have reflected on my challenges and have learned that _____ {what did you learn?}. I have engaged in the following activities to address my challenges: _____, _____, _____ {list activities}. *Tip: Be sure to provide evidence of how each situation or challenge was managed. Clearly explain how your situation has improved.*

Please see my enclosed plan of action as it includes a detailed plan for my success this semester as well as supporting documentation {that confirms challenges, progress and/or resolution}.

Closing,

Signature



Tips for Writing a Plan of Action

The plan of action is your opportunity to draft a plan for future academic success and personal wellness, while demonstrating that you understand actions necessary for restoring you to good standing.

FORMAT

Page length: 1-2 pages

Font: 10-12 point basic font

May be formatted in paragraph form, as a table, or bulleted list. Use the format that works best for you as long as it effectively outlines your goals and plan for successful completion of each goal.

HELPFUL RESOURCES

- [Coursicle UNC](#)
- [UNC Course Catalog](#)
- [UNC Course Search Tool](#)
- [Learning Center Goal Tracker Worksheet](#)



CONTENT

Review. Be sure that you understand the academic eligibility and SAP standards before writing your plan of action. Identify areas where you have fallen short of required standards and incorporate goals to address each.

Use SMART goals. Set goals that are Specific, Measurable, Attainable, Relevant, and Time Based.

Plan your courses. Develop a tentative course schedule and explain the reason for taking each course. How will these courses assist you in achieving your goals?

Resolve incomplete courses. If you have temporary grades (IN, AB, CV), you may be able to submit remaining coursework to request a grade change. Work with the course instructor to develop a plan for resolving these courses.

Explore opportunities for support. How have you navigated the challenges that you have faced? What steps might improve your situation? What resources might assist you in achieving your goals?



Tips for Including Supporting Documentation

Appeal submissions must include supporting documentation that confirms information shared in the appeal. This guide provides examples of acceptable forms of supporting documentation for various situations. Be sure to redact sensitive information from your documentation (Social security number, medical record number, etc.), as appropriate.

ACADEMIC

- Letter of support from instructor, TA, or tutor who can attest to your use of office hours or other academic resources
- Copy of course grades or transcript confirming grades earned
- Communication confirming plans to resolve temporary grades

PHYSICAL & MENTAL HEALTH

- Letter from health or mental health provider confirming support for continued enrollment at UNC
- Appointment history and/or relevant medical records
- Copy of psychoeducational evaluation results (ex. ADHD, test anxiety, etc.)

FINANCIAL & EMPLOYMENT OBLIGATIONS

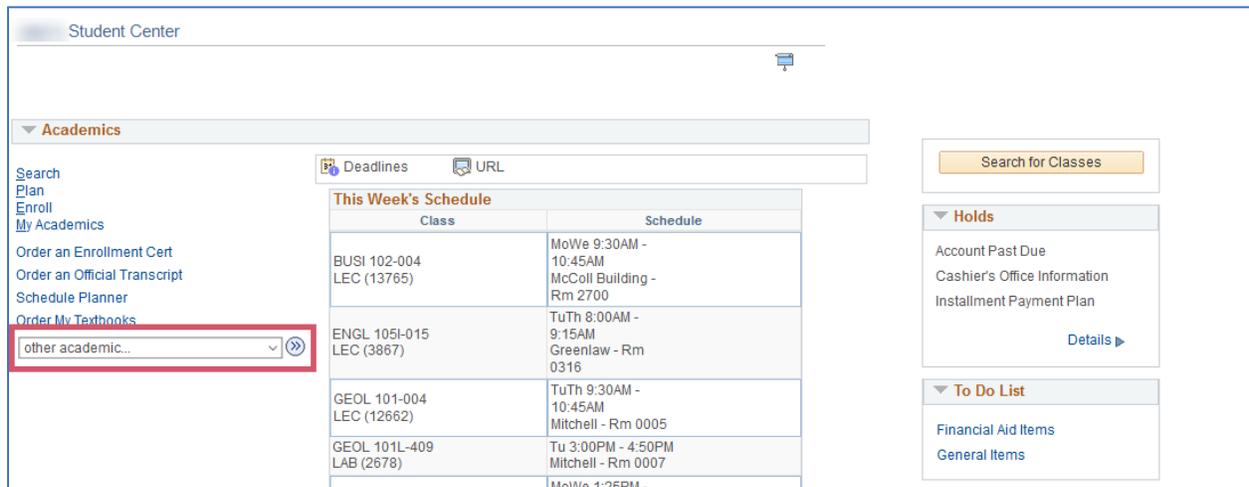
- Copy of work scheduled that includes hours worked
- Letter or support from employer
- Deployment information (for military affiliated students)
- Apartment and leasing contracts
- Relevant financial statement(s)

PERSONAL OR FAMILY EMERGENCY

- Copy of obituary if you experienced loss of loved one
- Photos of any damage or accident reports in instances of car accident, natural disaster, etc.
- Police report or court documents

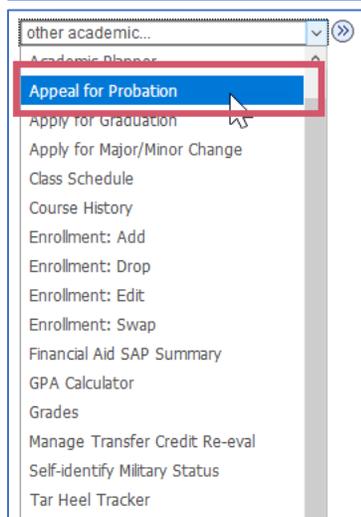
How to Submit Your Appeal for Probation

1. Prior to engaging with the “Student Eligibility Appeal Request” form, **disable your browser’s pop-up blocker** to allow the form to open in a second window.
2. Go to your Student Center in [ConnectCarolina](#). Click on the “other academic...” dropdown box on the left side of the screen. From the dropdown list, select “Appeal for Probation.”



The screenshot shows the Student Center interface. On the left, under the Academics section, there is a dropdown menu labeled "other academic...". The main content area displays "This Week's Schedule" with a table of classes and their times. On the right, there are sections for "Search for Classes", "Holds", and "To Do List".

Class	Schedule
BUSI 102-004 LEC (13765)	MoWe 9:30AM - 10:45AM McColl Building - Rm 2700
ENGL 105I-015 LEC (3867)	TuTh 8:00AM - 9:15AM Greenlaw - Rm 0316
GEOL 101-004 LEC (12662)	TuTh 9:30AM - 10:45AM Mitchell - Rm 0005
GEOL 101L-409 LAB (2678)	Tu 3:00PM - 4:50PM Mitchell - Rm 0007
	MoWe 1:25PM -



A close-up of the dropdown menu from the Student Center. The menu is open, showing a list of options. The option "Appeal for Probation" is highlighted in blue, and a mouse cursor is pointing at it. Other options include "Academic Advisor", "Apply for Graduation", "Apply for Major/Minor Change", "Class Schedule", "Course History", "Enrollment: Add", "Enrollment: Drop", "Enrollment: Edit", "Enrollment: Swap", "Financial Aid SAP Summary", "GPA Calculator", "Grades", "Manage Transfer Credit Re-eval", "Self-identify Military Status", and "Tar Heel Tracker".

How to Submit Your Appeal for Probation

3. Review the form instructions carefully. Some of your basic information will be pre-populated in the **Student Information** section.

TASK : Submit an Eligibility Appeal eForm ID: 197

Student Eligibility Appeal Request

This form applies to two different kinds of probation: [Academic Probation](#) and [Financial Aid Probation](#). When you submit this form, we will determine if you meet the criteria for either type of probation and evaluate you for one or both as appropriate. The information you share in your appeal will be viewable by members in both the Office of Undergraduate Retention and Office of Scholarships and Student Aid.

You will be evaluated for **Appeal for Academic Probation** if you have earned an academic eligibility status of suspension and have indicated extraordinary circumstances in your appeal.

You will be evaluated for **Appeal for Financial Aid Probation** if you have received a notification of financial aid suspension due to not meeting one or more Satisfactory Academic Progress (SAP) standards and have extraordinary circumstances.

STUDENT INFORMATION

Name PID

Enrolled in Current Term? Email Addresses

4. Select the reason(s) for your appeal in the **Student Reasons for Appeal** section.

STUDENT REASON FOR APPEAL

Select the reason(s) you were unable to maintain eligibility during the previous academic period (select all that apply):

- death/major illness in family
- personal illness or injury
- financial challenges
- family responsibilities
- academic skills
- mental health challenges
- unmet basic needs
- trauma or other crisis
- natural disaster
- other unique circumstance

How to Submit Your Appeal for Probation

5. Select your **Preferred Enrollment Term** from the **Student Desired Enrollment** section. This is the term in which you want to take classes if your appeal is approved.

STUDENT DESIRED ENROLLMENT

Indicate your enrollment preferences (if your appeal is approved).

Preferred Enrollment Term: (dropdown menu open with options: Fall, Spring, Summer I, Summer II)

Preferred Number of Hours:

6. If you select Fall or Spring for your **Preferred Enrollment Term**, another box will appear for **Preferred Enrollment Type**. This correlates to the number of hours you would like to take (Full time, Underload, Part Time). Select your preference from the dropdown menu. *Tip: For more information about enrollment options, see "What Are My Appeal Options?" on the [Appeals webpage](#).*

STUDENT DESIRED ENROLLMENT

Indicate your enrollment preferences (if your appeal is approved).

Preferred Enrollment Term:

Preferred Enrollment Type: (dropdown menu open with options: Full-time (12+ hrs), Full-time Underload (6-11 hrs), Part-time Classroom Studies)

Preferred Number of Hours:

7. Enter the number of hours you want to take in the **Preferred Number of Hours** box. If you do not enter a number, the form field will default to "0".

STUDENT DESIRED ENROLLMENT

Indicate your enrollment preferences (if your appeal is approved).

Preferred Enrollment Term:

Preferred Enrollment Type:

Preferred Number of Hours:

How to Submit Your Appeal for Probation

- Attach your **Letter of Appeal**, **Plan of Action**, and **Supplemental Documentation** in the **File Attachments** section. If you need to add additional documentation, you can do so by clicking the **Add Row** button, then uploading your attachment in the new row. *Tip: For tips on preparing your letter of appeal, plan of action, and supplemental documentation, see “What Should Be Included In My Appeal?” on the [Appeals webpage](#).*

FILE ATTACHMENTS

Please attach a **Letter of Appeal**, **Plan of Action**, and **Supplemental Documentation** before submitting your appeal request. The following file types are allowed for upload: .doc, .docx, .pdf, .rtf, .txt.

Status	Action	Description	File Name	Remove
1	Upload	Letter of Appeal		Replace
2	Upload	Plan of Action		Replace
3	Upload	Supplemental Documentation		Replace
4	Upload			Delete

[Add Row](#)

Message Text

- Letter of Appeal
- Plan of Action
- Supplemental Documentation
- Supplemental Documentation File 2
- Supplemental Documentation File 3

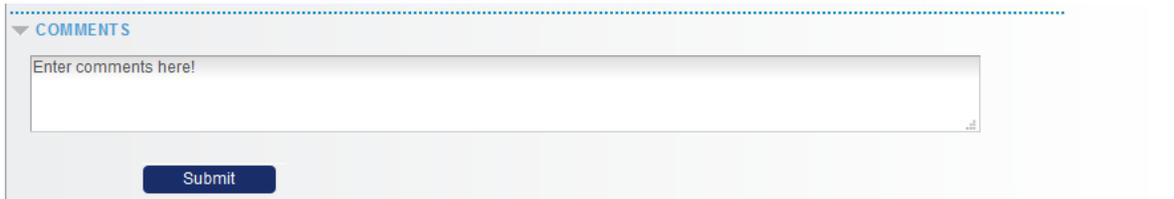
- Acknowledge each message in the **Action Items** section by clicking each checkbox. If you are not currently enrolled in classes, you will see a message indicating that you must submit the Return to Carolina survey to the [Undergraduate Admissions](#) office. If you are currently enrolled, this message will not appear.

ACTION ITEMS

	Message Text	Description
1	<input type="checkbox"/> Apply for Readmission	I understand that I must apply for readmission through the Undergraduate Admissions office.
2	<input type="checkbox"/> Student Honor Code Acknowledgment	I attest that all of the information provided in this appeal form is complete and accurate to the best of my knowledge.
3	<input type="checkbox"/> Student Acknowledgment - Approval is Not Guaranteed	I understand that submitting this student appeal request does not guarantee my appeal will be approved.

How to Submit Your Appeal for Probation

10. Type any additional comments you would like the evaluators to see in the **Comments** section. You will not be able to update your application once you submit, so take a moment to review it thoroughly before clicking **Submit**.



The image shows a screenshot of a web application's 'COMMENTS' section. At the top left, there is a small blue triangle icon followed by the word 'COMMENTS' in blue. Below this is a large, empty text input field with a light gray border and the placeholder text 'Enter comments here!'. At the bottom center of the input field, there is a small blue 'Submit' button with white text. The entire form is set against a light gray background.

11. After you click **Submit**, you will be taken to a confirmation page. This page has your submission information as well as important instructions about the review process, so be sure to **print this page for your records!** You will also receive an email confirming your submission.
12. If you are a student that is enrolled in the current semester, you will receive a decision by email within three weeks of final grades being released for the semester. If you are not currently enrolled at Carolina and are applying for an appeal after completing the [Return to Carolina](#) process, you should receive a decision by email within three weeks of your appeal submission. If you experience any technical difficulties while attempting to submit the appeal, contact the ITS Service Desk or call 919-962-HELP.

Academic Eligibility & SAP Appeal

CHECKLIST



Prepare Your Appeal

- Review appeal instructions and resources found at <https://advising.unc.edu/probation-appeals/>
- Make note of appeal submission deadline, process timeline, registration information, and other key dates
- If needed, consult your academic advisor to learn more about your academic eligibility status and to answer any questions that you have regarding the appeal for probation.
- If needed, consult with the Office of Scholarships & Student Aid to discuss Satisfactory Academic Progress and eligibility.
- Take time to reflect on the situation that led to academic difficulty
- Prepare your letter of appeal, plan of action, and supporting documentation. See the [Appeal Resource Guide](#) for tips on preparing these documents.

Submit Your Appeal

- All students should use these [instructions](#) for appeal submission. If you are returning to Carolina after at least one term away, you must first complete the [Return to Carolina](#) survey to have your ONYEN reactivated before accessing the appeal application
- Make a copy of appeal materials for your personal files to include, appeal submission & confirmation, letter of appeal, plan of action, and copies of supporting documentation
- You should expect your appeal decision within three weeks of submission

Important Next Steps

- If seeking a Return to Carolina after taking time away from UNC, remember to submit the [Return to Carolina survey](#)
- Check your student record on ConnectCarolina and create a plan for addressing any holds in order to facilitate timely course registration
- Make a plan to utilize campus resources to maximize your success including Restoring Eligibility support, the Learning Center, Writing Center, and etc.

APPEAL FOR PROBATION EVALUATION GUIDE

How is the appeal for probation evaluated?

The Appeals Committee evaluates both the content of the Appeal (Letter of Appeal, Plan of Action, and Supporting Documentation) as well as the quality of the information presented. The appeal content should accurately explain the extenuating circumstances that has led to your current academic standing. The guidelines that inform how we make decisions related to these extenuating circumstances include:

- Semester or term GPA of at least 2.0 (semester or term GPA of at least 2.3 preferred).
- Demonstrated academic improvement.
- Completion of previous academic intervention(s).
- Engagement with resources and support.
- Specific and realistic Plan of Action.
- Demonstrated resolution of problems that led to current academic standing.
- Use of time while away from the University, if appropriate.

In addition, we have developed an evaluation guide for you to consider as you prepare your appeal for committee review. This evaluation guide provides guidance related to the Appeal Committee's standards and expectations for the quality of appeal information that is presented. Please see this content in the table below.

Please keep in mind that these two components – content and quality – both inform the Appeal Committee's decisions. **The two are not mutually exclusive.** For example, a student with a 1.99 GPA who did complete the intervention, but whose appeal is only a few sentences, riddled with errors, and does not demonstrate reflection and readiness *is not guaranteed* approval for Probation. Therefore, we **strongly** encourage you to consult with an academic advisor as you prepare your Appeal for Probation.

Criteria	Standards & Expectations			
	Exceeds	Meets	Approaches	Needs Work
Self-Reflection & Understanding	<ul style="list-style-type: none"> • Demonstrates in-depth understanding of challenges that led to current academic standing • Shows comprehensive understanding of what is required to return to good 	<ul style="list-style-type: none"> • Demonstrates understanding of challenges that led to current academic standing • Shows understanding of what is required to return to good standing • Connects challenges to identified solution(s), 	<ul style="list-style-type: none"> • Demonstrates basic understanding of challenges that led to current academic standing • Shows basic understanding of what is required to return to good standing • Fair use of SMART goals 	<ul style="list-style-type: none"> • Demonstrates little understanding of challenges that led to current academic standing • Shows little or incorrect understanding of what is required to return to good standing

	<p>standing (target GPA, credit hours, etc.)</p> <ul style="list-style-type: none"> Connects all challenges to identified solution(s), resource(s), and/or action steps Highly proficient use of SMART (Specific, Measurable, Actionable, Realistic, & Time-bound) goals Appeal includes detailed plan for resolving any incomplete (IN, FA, AB) grades and includes supporting evidence Thoughtful/purposeful course schedule that supports return to good standing; identifies strategies for success in each selected course 	<p>resource(s), and/or action steps</p> <ul style="list-style-type: none"> Acceptable use of SMART goals Appeal includes plan for resolving any incomplete (IN, FA, AB) grades, does not include supporting evidence Demonstrates reasonable amount of self-awareness; course selection and decision-making is sound and justifiable; some explanation of how course selection would support return to good standing 	<ul style="list-style-type: none"> Appeal mentions the need to resolve incomplete grades, but does not include a plan for doing so Demonstrates some self-awareness; course schedule choices lacks clear explanations for how courses support return to good standing 	<ul style="list-style-type: none"> Does not connect challenges to possible solution(s), resource(s), and/or action steps Ineffective use of SMART goals; goals are not realistic or reasonably attainable Appeal does not acknowledge incomplete grades reflected on academic record; does not include plan for resolving any incomplete coursework Plan of action and course selection demonstrate lack of awareness of problem/challenge and/or does not support return to good standing
Clarity of Content	<ul style="list-style-type: none"> Uses direct and clear language Information presented in a logical order and is easy to follow Free of spelling and grammatical errors 	<ul style="list-style-type: none"> Content and language is mostly clear and direct Information is presented neatly and is easy to follow Few (1-5) spelling and grammatical error 	<ul style="list-style-type: none"> Content and language is a little disorganized Some content is not easily understood Includes some (5-10) spelling and grammatical errors 	<ul style="list-style-type: none"> Does not use direct and clear language Information presented in an order that is confusing and difficult to follow (ex: rambling) Presence of significant (10+) spelling and grammatical errors
Mindset & Attitude	<ul style="list-style-type: none"> High level of engagement with academic intervention (if applicable) and campus resources; successful completion of all academic intervention requirements; academic intervention initiated within first 1-3 weeks of academic semester Student attends all scheduled appointments Student is respectful, fully present, punctual, and 	<ul style="list-style-type: none"> Satisfactory level of engagement with academic intervention and campus resources; completion of all academic intervention requirements; academic intervention initiated before midpoint of academic semester or term Student attends most scheduled appointment and initiates timely cancellation of appointments (at least 24 	<ul style="list-style-type: none"> Fair level of engagement with academic intervention and campus resources; completion of some academic intervention requirements; academic intervention initiated after midpoint of academic semester or term Occasional missed appointment with some advanced notice (includes same-day cancellations) 	<ul style="list-style-type: none"> Level of engagement with academic intervention and campus resources does not meet expectation Frequent missed appointments without prior cancellation or notice Student is disinterested or disdainful

	prepared for required meetings	hours in advance) when scheduling conflict occurs <ul style="list-style-type: none"> • Student is generally positive, respectful, and moderately prepared for meetings 	<ul style="list-style-type: none"> • Student is respectful, but does not demonstrate complete focus, attention, or preparedness during meetings 	
Preparation & Effort	<ul style="list-style-type: none"> • Provides accurate information related to current academic standing (GPA, terms in residence, hours attempted, hours completed) • Completed appeal is thorough and compelling 	<ul style="list-style-type: none"> • Provides accurate information related to current academic standing (GPA, terms in residence, hours attempted, hours completed) • Completed appeal meets standard 	<ul style="list-style-type: none"> • Provides some inaccurate or incomplete information related to academic standing (GPA, terms in residence, hours attempted, hours completed) • Completed appeal can be improved with little effort; is just enough to meet standard 	<ul style="list-style-type: none"> • Provides inaccurate or incomplete information related to academic standing (GPA, terms in residence, hours attempted, hours completed) • Appeal not completed in a satisfactory manner; appeal demonstrates minimal levels of preparation and effort
Supporting Documentation	<ul style="list-style-type: none"> • Includes supporting documentation that confirms information shared in the letter of appeal 	<ul style="list-style-type: none"> • Includes some supporting documentation (as appropriate) 	<ul style="list-style-type: none"> • Appeal mentions the existence of supporting documentation that is not included, or speaks to situations in which documentation should be available but not included 	<ul style="list-style-type: none"> • Supporting documentation not included; appeal could be strengthened by support
Timely Submission	<ul style="list-style-type: none"> • Appeal submitted in advance of posted deadline(s) 	<ul style="list-style-type: none"> • Appeal submitted on time or just prior to posted deadline(s) 	<ul style="list-style-type: none"> • Appeal submitted on time, but not early 	<ul style="list-style-type: none"> • Appeal submitted after posted deadline(s)