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This guide has been created as a resource for students who have fallen short of Academic Eligibility and/or Satisfactory Academic Progress (SAP) standards. The appeal for continuation process encourages self-reflection and intentional action that allows students to work toward restoring academic and/or financial aid eligibility. In this process, you will be asked to provide for review:

- A self-reflection questionnaire in MyPack Portal
- Explanation of current academic situation (see Page 9 for current prompts)
- Third party feedback if required or desired
- Supporting documentation if required or desired

YOU ARE NOT ALONE

Each year, about 500 undergraduate students at NC State 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. Such challenges include, but may not be limited to:

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

WE ARE HERE TO HELP

No matter the circumstance that led you to this point, please know that we care deeply about your success. We encourage you to meet one-on-one with an academic advisor to set goals for restoring your academic eligibility, explore opportunities to connect with helpful resources like those on Page 13, and develop a plan for academic success at NC State.
1. GET READY

› Review Academic Eligibility and Financial Aid SAP Standards
› Check your academic eligibility and SAP status in MyPack Portal
› Familiarize yourself with the appeal requirements in MyPack Portal
› Initiate communication about third party feedback with appropriate contacts (advisor, instructor, physician, etc.)

2. NOTE IMPORTANT DATES

› Know your appeal deadline and decision date
› Also note key course enrollment and drop dates from the university’s academic calendar

3. BE THOUGHTFUL

› Review appeal tips and resources
› Note any questions you have about the process and consult with your academic advisor
› Gather any supporting documents that you may need 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 **BACKUP PLAN**

- In the event that your appeal is denied, research the [readmission process](#) and contact your advisor with any questions.
- Until the subsequent term, consider the following opportunities:
  - Employment and volunteer service
  - Successful completion of courses at other institutions
  - Treatment for any health, mental health, or substance use issues

7. KEEP **CALM, PATIENT AND 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.

Remember, your academic advisor cares about your success and is available to meet with you about academic success at NC State, appeals, readmission, or any questions/concerns that you may have.
TIPS FOR MAKING YOUR APPEAL

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 details. See “S.M.A.R.T. Goals” on Page 5 for more direction.

USE BREVITY
It is better to write a good, short appeal than a long, drawn out narrative. Write concisely.

REFLECT ON YOUR SELF AND SITUATION
Clearly explain how your situation has improved. How have you demonstrated resilience and persistence? In what areas might you need additional support?

PROOFREAD YOUR APPEAL
An error-free appeal makes a better impression. If you are comfortable doing so, ask a trusted friend, teacher, or advisor to read over your appeal before submitting.

Draft your appeal in a separate word document in case of technical difficulties, then save a copy of your appeal for your personal records.

Be sure to submit your appeal by the posted deadlines.
S.M.A.R.T. GOALS

**SPECIFIC**
Being specific is about being direct and avoiding extraneous details. What is it that you want to accomplish? Who exactly will be involved in this process? Be sure to root your appeal in details and steer clear of ambiguity, generalizations, and vague language.

**MEASURABLE**
It's difficult to set a goal if you don’t give yourself a metric to evaluate your progress. Being measurable is about quantifying your desired results. What data will you use to measure your goal? How much of something needs to happen or change to be considered a success? Include this information to give yourself a clear end point, or even benchmarks along the way.

**ACTIONABLE**
Being actionable is a reminder of your agency and that people have to act to enact change. Instead of thinking about the finish line, think about the steps you need to take along the way. What needs to be done? What skills or resources do you need to work toward those things?

**REALISTIC**
You don’t want to set yourself up for failure by setting a goal you can’t achieve. Being realistic is about being honest with yourself. What can you do with the time, energy, resources, and skills you have available? It’s okay to acknowledge limits and work within a set of bounds.

**TIME-BASED**
Setting goals that are time-based is important because you won’t have an indefinite amount of time to work on them. What are your deadlines? When do smaller steps need to get done so you don’t get overwhelmed with too much work later on? Think about your timeline.
Appeal submissions may include supporting documentation that confirms information in the appeal. Below are examples of acceptable forms of supporting documentation relevant to various situations. If you include documents with your appeal, be sure to redact sensitive information (social security number, medical record number, etc.).

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

**FINANCIAL & EMPLOYMENT OBLIGATIONS**
- Copy of work schedule that includes hours worked
- Letter or support from employer
- Deployment information (military affiliated students)
- Apartment and leasing contracts
- Relevant financial statement(s)

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

**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
The Appeals Committee evaluates both the content of the Appeal (your explanation of the circumstances leading to your academic deficiency, what changes will lead to your academic success, third party feedback, academic history, and supporting documentation) as well as the quality of the information presented. The appeal content should accurately explain the extenuating circumstances that have led to your current academic standing. The Committee uses the following guidelines about extenuating circumstances in making our decisions:

- Demonstrated academic improvement.
- Engagement with resources and support.
- Specific and realistic plan of action.
- Previous appeals and outcomes.
- Demonstrated resolution of issues related to current academic standing.
- Use of time while away from the University, if appropriate.

In addition, we have developed an evaluation guide for you on Page 8 related to how to prepare your appeal for committee review. This rubric provides guidance related to the Appeal Committee’s standards and expectations during its review of appeals. We encourage you to use the guide to clarify and strengthen your written appeal. We also strongly encourage you to consult with an academic advisor as you prepare your appeal.
<table>
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<th>CRITERIA</th>
<th>MEETS EXPECTATIONS</th>
<th>BELOW EXPECTATIONS</th>
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| Self Reflection, Preparation & Understanding | › Demonstrates understanding and/or resolution of challenges that led to current academic standing  
› Connects challenges to identified solution(s), resource(s), and/or action steps | › Appeal demonstrates little understanding of challenges that led to current academic standing; no resolution of challenges as outlined  
› Appeal does not connect challenges to possible solution(s), resource(s), and/or action steps |
| Clarity of Content             | › Content and language is mostly clear and direct  
› Information is presented neatly and is easy to follow | › Appeal does not use direct and clear language  
› Information presented in the appeal is confusing and difficult to follow (ex: rambling) |
| Supporting Documentation       | › Includes supporting documentation that confirms information shared in the appeal | › Appeal mentions the existence of supporting documentation that is not included, or speaks to situations in which documentation should be available but not included  
› Supporting documentation not included; appeal could be strengthened by support |
| Third Party Feedback (if required) | › Includes positive feedback from an appropriate source that is familiar with the student and the challenges the student faces impacting their academic situation | › Unsupportive |
| Academic Performance(?)        | › For students with less than a 2.0 GPA, the appeal provides a plan for returning to good standing.  
› Appeal includes plan for resolving any incomplete grades, and includes supporting evidence  
› Appeal includes plan for success in repeated courses in chosen major | › Appeal does not acknowledge incomplete grades reflected on academic record; does not include plan for resolving any incomplete coursework  
› Appeals does not include plan for success in repeated courses in chosen major  
› Does not include a plan to return to good standing |
For the first prompt, the committee will be looking for you to explain the reasons for your current academic situation, including any extenuating circumstances that may have affected your academic performance. You may find it helpful to reflect upon your self-assessments.

1. Explain to the Committee what circumstances led to your academic situation.

For the second prompt, the committee would like you to explain what has changed or will change to show how you are more prepared to meet the university’s academic standards and succeed in completing your degree.

2. Explain to the Committee what has changed that will prevent this from happening in the future and allow you to be successful.
HOW TO SUBMIT YOUR APPEAL

1. Log into MyPack Portal
2. Select your ‘Student Homepage’
3. Select the ‘Planning & Enrollment’ tile
4. From the left-hand navigation, select ‘Appeal’ (or “SAP Appeal”?)
5. On the ‘Status’ tab, review your information and click ‘Start Appeal’ when ready to begin

6. On the ‘Appeal Term’ tab, select the ‘Returning Term’ for which you intend to continue enrollment and/or reinstate financial aid eligibility and your ‘Intended Academic Load’
7. On the ‘Self Assessment’ tab, complete the questionnaire to identify issues that may have impacted your academic success.

8. On the ‘Explanation’ tab, respond to the two prompts for review by the committee.
9. On the ‘Supporting Documentation’ tab, upload any documents that confirms information in the appeal if required or desired.

10. On the ‘Sign’ tab, acknowledge your commitments and click ‘Submit’ when ready.

Appeal requirements may vary depending on the individual student’s circumstances. Please follow steps as directed in your MyPack Portal.
HELPFUL RESOURCES

ACADEMIC ADVISING PROGRAMS AND SERVICES
› e: academic-advising-programs-services@ncsu.edu
› p: 919.515.8130
› w: advising.dasa.ncsu.edu

ACADEMIC SUCCESS CENTER
› e: academic-success@ncsu.edu
› p: 919.515.3163
› w: asc.dasa.ncsu.edu

CAREER DEVELOPMENT CENTER
› e: career-development@ncsu.edu
› p: 919.515.2396
› w: careers.dasa.ncsu.edu

COUNSELING CENTER
› p: 919.515.2423
› w: counseling.dasa.ncsu.edu

STUDENT SERVICES CENTER
› e: studentservices@ncsu.edu
› p: 919.515.NCSU (6278)
› w: studentservices.ncsu.edu