



## Tab 7 Transfer Appeal Process

Coordinating Board for Higher Education  
June 7, 2018

### BACKGROUND

SB 997, now codified in §§ 178.785-178.789, RSMo, established the Higher Education Core Transfer Curriculum Act to ensure the “seamless transfer of academic credits.” (*Blueprint* Goal 1.1) The law directs the Coordinating Board for Higher Education to develop procedures to be followed by institutions of higher education in resolving disputes concerning the transfer of course credit and by the commissioner of higher education in making a final determination concerning transfer of course credit if a transfer is in dispute. The statute further directs each public institution of higher education to publish in its course catalogs and on its official website these procedures adopted by the board. This agenda item presents a Transfer Appeal Process for the board’s consideration.

### CURRENT STATUS

MDHE staff developed procedures for the transfer appeal process and the notification of credit transfer denial with the assistance of the Committee on Transfer and Articulation (COTA), comprised primarily of transfer professionals from public and private colleges and universities. Throughout the process, MDHE staff and COTA engaged transfer professionals, chief academic officers, registrars, and transfer and articulation coordinators in vetting the final draft policy. A session was held at the COTA conference in February 2018 to introduce the draft policy.

If approved, the Transfer Appeal Process will be used for all transfer-related appeals and disputes for the 2018-2019 academic year. MDHE staff is formally revising current and promulgating new rules to administer the Higher Education Core Transfer Curriculum Act, of which the Transfer Appeal Process is a part. The revisions should be complete for the 2019-2020 academic year.

### NEXT STEPS

Moving forward, MDHE staff will complete the following in 2018:

- MDHE staff and COTA will coordinate the collaboration of institutions to streamline the procedures for the transfer appeal process and the denial of transfer credit notification. A session will be held this summer for registrars and transfer and articulation officers at a transfer workshop.
- MDHE staff and COTA will inform and train institutions for the implementation of this policy. Presentations and trainings will be given at conferences, through webinars, and other methods.
- MDHE staff, in consultation with COTA and the Core Curriculum Advisory Committee (CCAC), will revise the administrative rules on student transfer and general education for application in the 2019-2020 academic year.

### RECOMMENDATION

Staff recommends the Coordinating Board approve the transfer appeal process and denial of transfer credit notification process, as contained in the attachment to this board item, for implementation at Missouri’s public institutions for the 2018-2019 academic year.

### ATTACHMENT

- Transfer Appeal Process and Denial of Transfer Credit Notification

## **Tab 7 Attachment**

### **Transfer Appeal Process and Denial of Transfer Credit Notification**

If a Missouri public institution of higher education does not accept course credit earned by a student at another Missouri public institution of higher education, that institution shall give written notice to the student and the other (sending) institution that the transfer of the course credit is denied within ten business days of the denial of credit. When sending notification of denial of credit, institution must include standard information which is available on the Missouri Department of Higher Education's [website](#).

- A. The standard information requires at minimum student identification information, course identification information, the reason why the course did not transfer, and the institutional internal appeal process.
- B. Each public institution of higher education shall have an internal process of appeal available to transfer students for purposes of challenging institutional decisions on the acceptance of the students' credits in transfer. The process shall include a minimum of two levels of appeal but not to exceed more than three levels of appeal. The process of internal appeal shall be decided upon by the institution. The institution shall publish in its catalog and place in a student accessible area on the institution's website the statement of appeals rights and procedures internal to the institution. A copy of that formal statement shall be furnished to the Committee on Transfer and Articulation. The institution's internal appeal policy shall include the process for transfer appeal.
- C. The two institutions and the student shall attempt to resolve the transfer of the course credit dispute in accordance with this policy.
  1. If the transfer dispute is not resolved to the satisfaction of the student or the institution at which the credit was earned within 45 business days after the date the student received written notice of the denial, the institution that denies the transfer of the course credit shall notify the commissioner of higher education of its denial and the reasons for the denial. The student and sending institution shall also be copied on the notification sent to the commissioner of higher education.
- D. Review by the commissioner of higher education or his or her designee shall be by the following procedures:
  1. Review by commissioner of higher education is initiated by the institution that denies the transfer of the course credit after all other remedies have been exhausted without resolution of the issue at the receiving institution. This must be done by the institution that denied the transfer of credit within 45 business days after the date the student received written notice of denial. The institution shall submit any documentation for the reason of the denial of course credit with the appeal.
  2. The commissioner of higher education or his or her designee shall promptly notify the chief academic officer of the relevant institution(s) of higher education of the appeal and the involved student and invite the institution(s) and student to submit documentation for the decision being appealed. Documentation shall be submitted by the relevant institution(s) and student within 15 business days of notification by the commissioner of higher education or his or her designee.

3. The commissioner of higher education or his or her designee shall make the final determination about a dispute concerning the transfer of course credit and give written notice of the determination as to the involved student and institutions within 30 business days of the documentation deadline.
4. The commissioner's or his or her designee's consideration of the appeal shall include, but not be limited to, the institution(s)'s compliance with the guidelines set forth in this policy and other related MDHE policies, the student's compliance with the guidelines set forth in this policy, the student rights and responsibilities statement and the receiving institution's compliance with its own transfer policies.
5. The commissioner of higher education or his or her designee shall inform the chief academic officer of the relevant institution(s) and the involved student of the commissioner's determination and recommend that the institution(s)'s chief academic officer implement the commissioner's recommendation.
6. The receiving institution(s)'s chief academic officer shall inform the commissioner within 30 business days of the action taken in regard to the commissioner of higher education's recommendation.
7. The coordinating board shall collect data on the types of transfer disputes that are reported and the disposition of each case that is considered by the commissioner of higher education or the commissioner's designee.