Protocol for Substitution and Transfer Requests

When an academic advisor meets with a student and creates a course substitution form or transfer credit equivalency form, the following procedure should take place in order to make the process both more efficient and transparent.

1. The advisor creates the form with the student.

2. The advisor attaches the completed form in an email addressed to the appropriate department chair.

3. The subject line of the email should include the following components:
   a. Name of Form
   b. Student’s Last Name,
   c. Student’s first name
   d. Student’s ID number

Example subject line: “Course Substitution-Featherstone, Richard-D00414987”

4. The advisor will email the completed form with the informative subject line to the department chair.

5. The department chair will decide to approve or not approve the request.
   a. If the request is not approved the chair will reply to the advisor letting them know that the request was not approved and why. No email needs to be sent to the Dean.
   b. If the request is approved, the chair should forward the email to the Dean indicating that the request has the chair’s approval and now needs the Dean’s approval. The advisor should also be cc’d to the email.

6. The dean will decide to approve or not approve the request.
   a. If the request is not approved the dean will reply all (letting the chair and advisor know) that the request was not approved and why. No email needs to be sent to the registrar’s office.
   b. If the request is approved, the dean will forward the email to the appropriate individual in the registrar’s office (see below) simply indicating that the request is approved. The advisor will also be cc’d to the email, but the chair will not be sent an email confirmation.
7. The appropriate staff person from the registrar’s office will send a quick email to the advisor after the change has been made in the system, so that the advisor is aware that the change has taken place. Neither the chair or the dean need to be included in this communication.

8. The advisor should now know where the request is in the approval process. If a request has been approved at the dean’s level and sent to the appropriate individual in the registrar’s office, the credit change should be expected to occur. If it does not occur within a reasonable time frame, the advisor should contact the appropriate individual in the Registrar’s Office to get the issue resolved. The department chair and dean do not need to be included in this follow up process.

Approved course substitution forms will be forwarded by the dean to Summer Fackler, graduation@dixie.edu. Approved transfer credit equivalency forms will be forwarded by the dean to Shannon Broad, broad@dixie.edu. Both employees work in the Registrar’s Office.

Once this plan is fully implemented no more paper copies will need to be sent via campus mail.

(Updated Oct. 8, 2015, by Dean Featherstone)