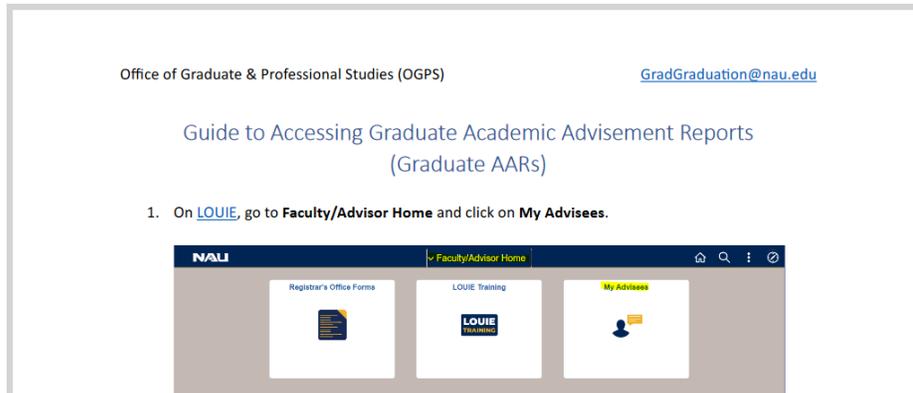# Requesting Student Exceptions Manual

1. Follow the *"Guide to Accessing Graduate Academic Advisement Reports"* to pull up the student's Graduate AAR.

2. Under **Current Academic Summary**, click on **Student Exception Request**.

3. In the **Exception Type** drop-down menu, select one of the following.
   a. **Substitute Course:** Used to substitute an NAU course, transfer course, or test credit for another NAU course. May also be used to direct an NAU course, transfer course, or test credit towards satisfying an elective (see *"Requesting Exceptions: Directing Electives"*) or to exclude courses from a track that is not desired (see *"Requesting Exceptions: Exclusions for Tracks, Concentrations, Emphases, or Specializations"*). These constitutes the vast majority of exceptions.
   b. **Change Requirement Line:** Typically used to change the # of units required for a Row or Line. This constitutes a small minority of exceptions. Please note – if you decrease the units required for a requirement, you must also increase the units required for another requirement by at least the same amount, so that the student will still meet the total minimum units set for the program.
   c. **Student Individualized Plan:** Extremely rare – reach out to OGPS before proceeding.

4. In the **Approved By** box, enter the name of the individual who approved the change, typically a department chair, program coordinator, associate dean, etc. This should be an individual who has the authority to approve such a change – the person who would "sign off" on the change on the Program of Study. This does not necessarily need to be the same person who will actually be processing the exception.

5. Next to **Academic Plan**, click on the magnifying glass and use the **Look Up** function to select the correct plan or subplan.

6. Enter the **Requirement Group (RG) #, Row (R) #,** and **Line (LN) #** for where the course substitution or requirement line change should be taking place (see explanation for each below).

a. Requirement Groups are the largest sections found in the Graduate AAR and appear in **BROWN, BOLDED, ALL CAPS FONT.** The Requirement Group # can be found in brackets.

b. Each Requirement Group is comprised of one or more Rows, which appear in BROWN, NON-BOLDED, ALL CAPS FONT. The Row # can also be found in [brackets].

c. Each Row is comprised of one or more Lines, which appear in blue title case font. Since Line #s are not shown, the best way to find the correct Line # is clicking on the magnifying glass and using the **Look Up** function.

*Use the **Look Up** function to find the correct Line #.*

7. If requesting a Substitute Course, enter the **Course to Substitute** and **What it Substitutes for.**
   a. This will not appear if requesting a Change Requirement Line.

8. Type in a rationale for the course substitution or requirement line change, making sure to include the change being requested **and** the person approving the change.
   a. Although this may feel redundant, both pieces need to be included in the rationale. If these two pieces are not included, the rationale may be modified by the Exception Processor when they are processing the exception. The final rationale will appear on the student's Graduate AAR.
   b. Do not enter any information in the rationale that should not be seen by the student or anyone else that may access the student's Graduate AAR (i.e., no lengthy expositions).
   c. Check with your department for their preferences. Some examples could be:
      i. Substitute ENG 501 for ENG 502 per Name, Department Chair, as both courses meet the same intent.
      ii. Substitute ENG 500-TR for ENG 502 per Name, Program Coordinator, as both courses have similar learning outcomes.
      iii. Adjust units from 4 to 3, waiving 1 unit of research requirement per Name, Chair, since the student has an extra unit from their foundations requirement.

9. If multiple exceptions are needed for the same student, click on the + button to repeat this process with the remaining exceptions.

10. After all exceptions have been entered, review your work and click **Save**. A "Saved" notification box will briefly appear on the top-right corner of the screen. Do not click Save more than once, or the request will go to the Processor multiple times.

The request will now enter a queue for the Exception Processor's review. The Processor does **not** receive an email alert – they must check their queue on a consistent basis to process pending exception requests. If the request is time-sensitive, please contact the Processor to alert them of the urgency.