

MISSOURI DEPARTMENT OF HIGHER EDUCATION APPEAL PROCESS

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

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.