

A Guide to Your Academic Recovery



THE UNIVERSITY of NORTH CAROLINA
GREENSBORO



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Using the Academic Recovery Guide

The Students First Office (SFO) is your *Academic One-Stop-Shop* and the place to begin your academic recovery. We are here to help you navigate processes from various departments and offices on campus so you can develop the best possible success strategies for addressing your individual needs.

As you prepare for the next steps in your academic journey, our Academic Recovery Guide will help you learn what is required of you when you return to the university and develop a plan for your academic future at UNCG.

ACHIEVE with UNCG!



Developing a Plan for Your Academic Recovery



While you are away from the University, you may enroll at a **community college**, gain some **work experience**, or **volunteer** with a local organization.

Regardless of what you decide, Students First Office advisors can help you make an informed decision about the best fit for you.

Take courses at a community college!

- Course numbers are different at a community college. Confirm that the course you sign up for is equivalent to a course at UNCG by visiting <http://admissions.uncg.edu/students-transfer.php> and using the “**TES (Transfer Equivalency Search)**.”
- Make sure the course(s) you take will fulfill at least one requirement on your Degree Works evaluation.
- If you need help interpreting your Degree Works evaluation, schedule an appointment with an SFO advisor by calling **(336) 334-5730** or by emailing students@uncg.edu.
- Once you have confirmed your remaining degree requirements, you can search for courses at the community college that will satisfy your UNCG requirements and interests.
- Grades you earn at other institutions are **IMPORTANT**. You will only earn credit for courses in which you earn a C or better.

Volunteer or Discover a Profession that Interests You!

If you are unsure about continuing school, volunteer and work experiences are great alternatives that can help you make **valuable connections** and clarify your **personal, academic, and career interests**. Benefits of volunteering and/or working while you are away include:

- Developing skills that can be used in the classroom
- Gaining greater insight into majors or careers you may be considering
- Maintaining a structured schedule and time management skills



Listed below are several websites and national organizations to get you started with your search!

Volunteering

HandsOn Network: The largest volunteer network in the nation with over 250 HandsOn Action Centers. You can choose to volunteer with one of over 70,000 corporate, faith, or non-profit organizations.

<http://www.handsonnetwork.org>

VolunteerMatch: An online network for communities of non-profit organizations, volunteers and business leaders with a commitment to civic engagement.

<http://www.volunteermatch.com>

Jobs and Professional Positions

SpartanCareers: UNCG's online database where you can find leads on internships, part-time and full-time jobs.

[http://
www.csc.dept.uncg.edu/
spartancareers](http://www.csc.dept.uncg.edu/spartancareers)

Indeed: An online job search engine where you can view thousands of company web sites, job boards and

<http://www.indeed.org>

Idealist: An online search engine where you can find non-profit jobs, volunteer opportunities, and internships.

<http://www.idealists.org>

Simply Hired: An online resource where you can search millions of jobs, find salary comparisons, and discover employment trends.

<http://www.simplyhired.com>

Preparing to Return from Academic Suspension or Academic Dismissal

As you approach the end of your academic suspension or dismissal, we hope you will explore the possibility of returning to UNCG. If you decide to return, the Students First Office is here to provide step-by-step assistance and support throughout this process.

Returning from Academic Suspension

Step 1:

- In order to return to the University, you will need to fill out an online **Former Student Application** with the Office of Undergraduate Admissions through **SpartanLink (<http://spartanlink.uncg.edu>)**. Submit the application and application fee by the specified date.
- You can find detailed steps to guide you through the re-application process at <http://studentsfirst.uncg.edu/withdrawal/return/>
- You can also visit the Office of Undergraduate Admissions website at [http:// admissions.uncg.edu](http://admissions.uncg.edu) for more information on important dates and deadlines.

Step 2:

- If you attend another institution while you are away, such as a community college, remember that you must have earned an overall transferable 2.00 GPA on a 4.00 scale. You will also need to **submit official transcripts** to UNCG.

Step 3:

- Once you are readmitted to UNCG, you will be required to participate in the **ARS 120: Academic Connections in Education** course during your first semester back at UNCG.

Returning from Academic Dismissal

Step 1:

- Submit a **Return from Academic Dismissal appeal** to the Students First Office. More information on how the appeal process works can be found on pg. 10 of this guide. You can find instructions for completing this appeal at <http://studentsfirst.uncg.edu/appeals/suspension-dismissal.php>.

Step 2:

- If your **Return from Academic Dismissal Appeal** is approved, next you need to reapply to the University by completing an online **Former Student Application** with the Office of Undergraduate Admissions through **SpartanLink** (<http://spartanlink.uncg.edu>). Submit the application and application fee by the specified deadline.
- You can find detailed steps to guide you through the re-application process at <http://studentsfirst.uncg.edu/withdrawal/return/>
- You can also visit the Office of Undergraduate Admissions website at <http://admissions.uncg.edu> for more information on important dates and deadlines.

Step 3:

- If you attend another institution while you are away, such as a community college, remember that you must have earned an overall transferable 2.00 GPA on a 4.00 scale. You will also need to **submit official transcripts** to Undergraduate Admissions at UNCG.

Step 4:

- Once you are readmitted to UNCG, you will be required to participate in the **ACT (Academic Coaching in Transitions) program** during your first semester back at UNCG.





While the Students First Office is an excellent resource for helping you prepare your Return from Dismissal appeal, advisors do not serve on the committee and will not have any information regarding the committee's decisions. Once you receive a decision via email, questions should be directed to the **Students First Office** by calling **(336) 334-5730** or emailing students@uncg.edu.

How the Return from Academic Dismissal Appeal Works

Step 1:

- Review the Instructions for *Returning from Academic Dismissal* at <http://studentsfirst.uncg.edu/appeals/return.php> thoroughly. Here you will find details on submitting your **Return from Academic Dismissal appeal**, along with important deadlines for when appeals are reviewed.

Step 2:

- Schedule an appointment with a Students First Office advisor to review the information you plan on presenting for review.

Step 3:

- Submit your appeal and documentation to the Students First Office, 061 McIver Building, by the appeal deadlines posted on the Students First Office Website.

Remember to check your email account regularly so you do not miss pertinent updates about your appeal once it has been submitted!

Know Your Options to Improve Your Academic Record

Once you are readmitted to the University, you may want to speak to a Students First Office advisor about low grades from previous courses that you would like to address. UNCG has several policies in place to help you begin a fresh start. As you review the summary of each policy below, we recommend that you look at full descriptions in the UNCG Undergraduate Bulletin at <https://reg.uncg.edu/catalog/>

Grade Replacement

The Grade Replacement Policy provides an opportunity for you to repeat certain UNCG courses in an attempt to earn a better grade. You can then request that the original grade be replaced by the new grade earned in the repeated course for GPA calculation purposes. While the original grade will remain on your transcript, it will no longer be averaged into your GPA.

If you are considering Grade Replacement, you may find it helpful to speak with an SFO advisor to ensure that you are registering for courses that meet the requirements below.

Courses must meet the following criteria in order to be considered for Grade Replacement:	Additional Stipulations:
<ul style="list-style-type: none"> The course must be at or below the 300 level 	<ul style="list-style-type: none"> You can only replace 3 grades during your undergraduate career at UNCG
<ul style="list-style-type: none"> You must have taken the course for the first time in Fall 2005 or after 	<ul style="list-style-type: none"> Grade Replacement cannot be combined with the Academic Renewal Policy
<ul style="list-style-type: none"> The course must meet the repeat credit criteria outlined in the course description of the Undergraduate Bulletin 	<ul style="list-style-type: none"> Grade Replacements cannot be processed after a degree is conferred

The course I want to retake qualifies for Grade Replacement. What are the next steps I should take?

After you confirm that the course meets the qualifications listed above, you should register for the course in UNCGenie. Then, after your final grade is posted at the end of the semester, you must request the Grade Replacement by submitting a **Grade Replacement Request Form** to the University Registrar's Office, in 180 Mossman Building. This form can also be found at <http://studentsfirst.uncg.edu/appeals/replacement.php>

Your request will be reviewed by the staff in the University Registrar's Office and upon confirmation of your qualifications, the Grade Replacement will be processed. Remember, grades for all your courses will still appear on your transcript but the original grade/credit hours will be removed from your GPA and replaced by the grade/credit hours earned in the repeated course.

Cancellation for Non-Attendance

There may be circumstances in which you registered for a course but did not attend or participate in the course at all. If this happened, but the course remained on your schedule and you earned a grade for the class you *never attended*, you can request a **Cancellation for Non-Attendance**.

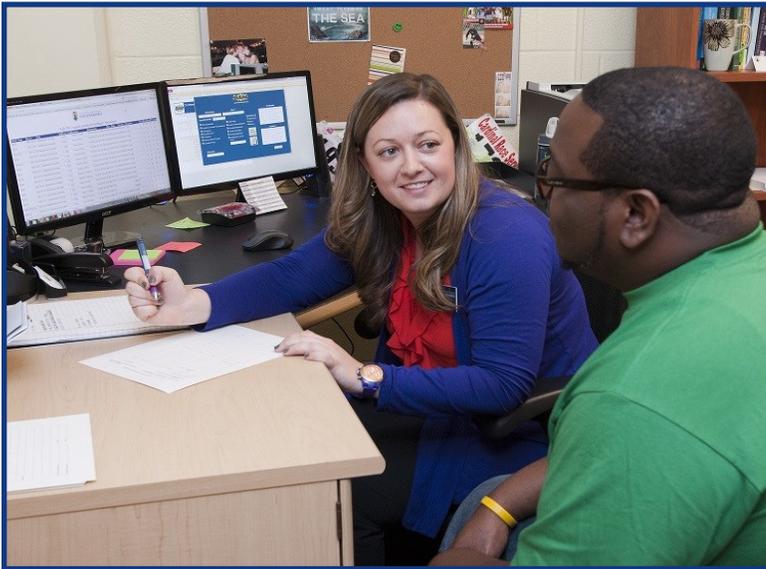
*Please note that if you attended the class even *one* time, you are not eligible for this request. If this is an online course, class attendance is based upon your log-in activity to Canvas or another online-classroom management system. Thus if you logged in to the course even one time, you are not able to apply for this cancellation.



How does Cancellation for Non-Attendance Work?

All requests for **Cancellation for Non-Attendance** are monitored by the Students First Office and must be verified by the original course instructor(s). As the student making this request, you are responsible for contacting each of the instructors you are including in your appeal. Please ask them to email verification of your non-attendance to usverify@uncg.edu. After emailing your instructor(s), complete the online **Request for Cancellation for Non-Attendance** form at <http://studentsfirst.uncg.edu/appeals/attention.php>

Remember, all confirmations must be received BEFORE your request can be processed.



Course Withdrawal Request

When you were previously enrolled at UNCG, you may have encountered unexpected and extenuating circumstances that significantly inhibited your ability to succeed academically. If that is the case, you may want to consider one of the following Course Withdrawal Requests:

Total Course Withdrawal

This procedure is a request to be withdrawn from all courses in one semester.

Selective Course Withdrawal

This procedure is a request to be withdrawn from one or more courses in a semester, while keeping other course credits that you earned in the same semester.

How does the Course Withdrawal Request Process Work?

Once your request and all documentation is complete, you should turn in your materials to the Students First Office in 061 Mclver Building. From there, it will be submitted for review by the Course Withdrawal Request Committee. Although this committee meets bi-weekly during the regular academic year, the abundance of Course Withdrawal Requests received each semester means it often takes approximately 4 weeks to receive an appeal decision.

After the Course Withdrawal Request Committee renders a decision about your appeal, you will receive further information via your UNCG email account. (Please be sure to check UNCG email regularly so that you do not miss pertinent updates).

The Course Withdrawal Committee's decision will only be reconsidered if you submit new information and/or documentation to support your original request. Any new materials must be submitted to the Students First Office within thirty (30) days of receiving the original decision. **The Committee's decision on a request for reconsideration is final. No further consideration or appeal can be made to any other office, department, or University official.**

For assistance in pursuing either of these options, review the additional information on the SFO website:
<http://studentsfirst.uncg.edu/appeals/coursewithdrawal.php>

You may also find it helpful to schedule an appointment with a Students First Office advisor to review your individual circumstances and go over the details of the Course Withdrawal Request process.

Academic Renewal Request

Periodically, everyone needs a "do over" and, if you qualify, there is a unique policy at UNCG that might help you achieve this with your academic record. The Academic Renewal Policy allows qualifying students to be granted grade forgiveness, meaning all previously completed courses in which you earned a grade D+ or below will be forgiven.

Courses and grades will remain on your academic transcript, but the grades and hours earned will be expunged from your cumulative GPA and from your earned academic credit.



Qualification for Academic Renewal is 2-step process

To PRE-QUALIFY students must meet one of the 2 options listed below:

Option #1

- Have been formerly enrolled at the University
- Have less than a 2.00 cumulative GPA
- Have NOT enrolled at any other institution of higher education (including community college) during the previous year

Option #2

- Have been formerly enrolled at the University
- Have less than a 2.00 cumulative GPA
- Completed 24 hours of UNCG-approved college credit with a 2.50 GPA or higher

If you meet one of the options for pre-qualification criteria listed on the previous page, to **FULLY QUALIFY** for Academic Renewal you must:

- Be re-admitted and enroll at UNCG
- Earn a 2.30 GPA in your first 12 semester hours following re-enrollment

Once I know I qualify for Academic Renewal , what 's next?

Qualification for Academic Renewal can be confusing, so if you think you might be a good candidate, **schedule an appointment** with an advisor in the Students First Office to go over the policy in more detail. We can also review your individual record to ensure that you meet pre-qualification requirements.

After you earn a minimum 2.30 GPA for your first 12 semester hours of re-enrollment and complete the requirements to fully qualify for Academic Renewal, the next step is to fill out the **Academic Renewal Request Form**. The completed form should then be submitted to the Students First Office, in 061 McIver Building.

Your request will be reviewed by the Academic Renewal committee, and upon confirmation of your qualifications, all previously completed courses in which grades of D+ and below were earned will be forgiven. Once your request has been reviewed by the committee and your records have been updated, you will be e-mailed by the committee.

Please note that Academic Renewal can only be granted one time during a student's academic career and cannot be reversed. Additionally, Academic Renewal cannot be combined with UNCG's [Grade Replacement Policy](#).



Accessing Your Academic & Campus Resources

As you are getting your academic recovery plan in order, the final step is to seek out and utilize the academic and campus resources that are available to you. Not sure where to start? Students First Office advisors can assist you in making these connections.

Students First Office

As you have read, the Students First Office is your first stop in developing your plan to return to UNCG. SFO advisors are available to assist you in gathering information about your return to UNCG. Meeting with an SFO advisor will also help you connect to other valuable resources on campus to facilitate your path back to academic good standing.

Student Success Center

The Student Success Center is an excellent way to maximize your academic efforts. The center offers FREE tutoring, academic skills development, and supplemental instruction programs. To find out which program is right for you, please visit the Student Success Center website at <http://success.uncg.edu/>

Academic Advising Centers

Academic advising for undergraduates at UNCG is coordinated within each of the university's academic units and is determined based on your selected academic major. Regardless of where you are advised, you will collaborate with your advisor to plan personal, educational, and career goals, learn the information and skills needed for academic success, and access a variety of campus resources. Your academic advisor will be an especially helpful resource as you are transitioning back to UNCG, so connect with them early in the process. On the next page you will find a comprehensive list of the seven advising centers at UNCG.



College or School	Advising Center	Website	Location
College of Arts & Sciences	CASA	https://casa.uncg.edu/	103 Foust Building
Bryan School of Business & Economics	Undergraduate Student Services	http://bae.uncg.edu/advise/info/	301 Bryan Building
School of Education	Office of Student Services	http://soe.uncg.edu/services/office-of-student-services-advising/advising/	School of Education Building
School of Health and Human Sciences	HHS Student Advising Center	http://www.uncg.edu/hhs/advising-center/advising.html	221 McIver Building
School of Music, Theatre & Dance	Student Resources	https://performingarts.uncg.edu/	Varies
School of Nursing	Advising Center	http://nursing.uncg.edu/undergraduate/advising/index.php	122 and 123 Moore Nursing Building
Exploratory Majors/ Undecided Students	Students First Office	http://studentsfirst.uncg.edu/	061 McIver Building

Other Campus Resources

UNCG offers a number of resources to assist you as you transition back into the University. In addition to all the academic support offices listed above, you may also find the campus resources listed below to be beneficial to your journey back to academic recovery.

Office / Department	Website	Location
Career Services Center	http://csc.uncg.edu/	#1 EUC
Cashier & Student Accounts Office	https://csh.uncg.edu/	151 Mossman Building
Student Health Services	http://shs.uncg.edu/cc	Grove Student Health Center
Vacc Counseling and Consulting Clinic	http://soe.uncg.edu/academics/departments/ced/vacc-clinic/	223 Ferguson Building
Dean of Students Office	http://sa.uncg.edu/dean/	210 EUC
Financial Aid Office	http://fia.uncg.edu/	723 Kenilworth St
Office of Accessibility Resources & Services	http://ods.uncg.edu/	215 EUC
UNCG Psychology Clinic	https://psy.uncg.edu/clinic/	296 Eberhart Building
University Registrar's Office	https://reg.uncg.edu/	180 Mossman Building



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Phone: (336) 334 - 5730

Email: students@uncg.edu

Facebook: [UNCG Students First Office](#)

Twitter: [UNCG_SFO](#)
