

academic exceptions

academicexceptions@du.edu

Academic policies define institutional standards and ensure equitable treatment of all students. All students are expected to observe the academic policies and practices of the University. However, in instances of documented extraordinary circumstances, a student may request an exception to a policy or practice. Please visit the complete [Academic Exceptions Policy](#) for additional information.

The Process

Step 1. Get Advised

Graduate Students

- Contact the Office of Graduate Education for assistance with the petition process.
- Email gststu@du.edu or call 303-871-2706

Undergraduate Students

- Meet with an Academic Advisor, we are here to help with the petition process.
- [Schedule an Appointment](#) or call 303-871-2455

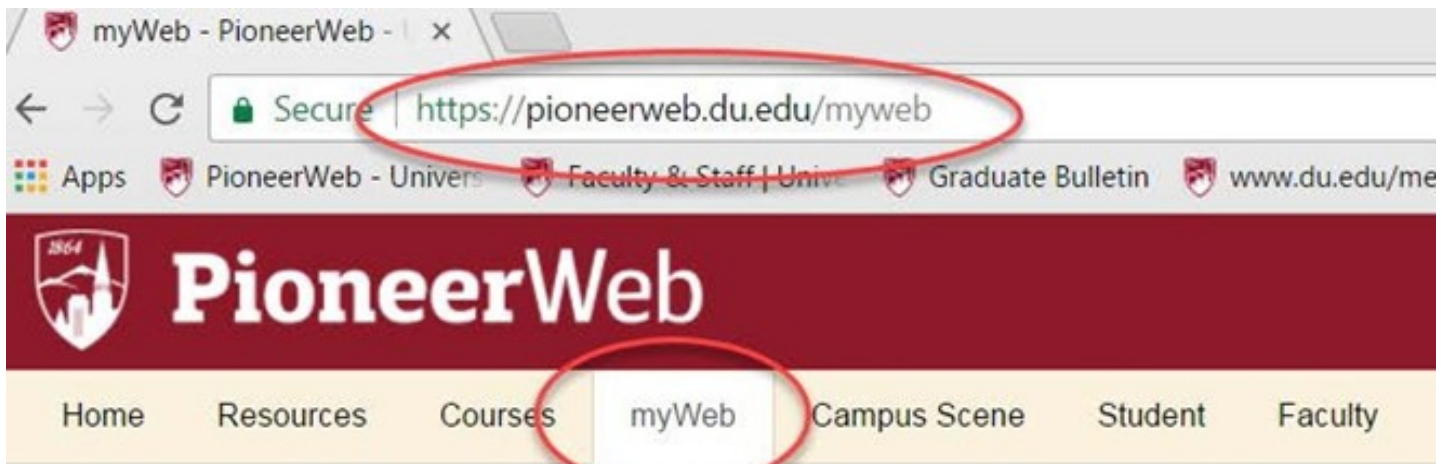
Step 2. Submitting Academic Exception Petitions

Student Submission - [PioneerWeb](#)

- Petitions for Academic Exceptions are submitted through PioneerWeb. Submission through PioneerWeb initiates the petition process. Petitions that are not submitted through PioneerWeb will not be reviewed.
- Log into [PioneerWeb](#) account. (*See illustration on next page*)
 - ⇒ Click on the myWeb tab.
 - ⇒ Click on the Expand the myWeb (Banner Self-Service) menu folder.
 - ⇒ Click on the Student folder.
 - ⇒ Click on the Student Records folder.
 - ⇒ Click on Request Academic Exception.
- Fill out required items in the form and submit a brief summary should be entered in the "Request" field and the longer explanation should be entered in the "Reason" field. There is a 4000 character limit in the "Reason" field.
- A valid petition includes written documentation from student's advisor or the instructor of the course(s), if the request is in regards to a course. Additional documentation may be required before the petition can be reviewed and should be sent to academicexceptions@du.edu.
- When there is a status change on a petition, the student will receive an email prompting the student to check the status of the petition in [PioneerWeb](#).

Step 3. Wait for committee review

- The Academic Exceptions Committee meets once a month to review petitions and documentation. The Committee does not meet in July.
- Students will receive an email notification once the review is complete.
- To check the status of a petition, follow steps the above, and then click on View Academic Exceptions.



Banner Self Service

- Expand the myWeb (Banner Self-Service) menu
- Personal Information
- Student
 - Admissions
 - Daniels Undergraduate Secondary Admission
 - Pioneer Leadership Program
 - Living and Learning Communities
 - University Honors Program
 - Registration
 - Student Records
 - View Holds
 - Midterm Grades and Faculty Feedback
 - Final Grades
 - Grade Detail
 - View/Print Unofficial Transcript
 - Request Printed/Official Transcript
 - View Status of Transcript Requests
 - Account Summary by Term
 - Account Summary
 - Select Tax Year
 - Tax Notification
 - Degree Audit
 - General Student Information
 - Check Your Registration Status
 - Request Academic Exception
 - View Academic Exceptions
 - View Student Record Releases
 - Add Student Record Release

The Academic Exceptions Committee will review the following requests in addition to any issues referred to the Committee by the Vice Provost.

Changing Course Registration after the [Published Registration Deadlines](#)

The following requests for retroactive withdrawals for the term require documentation from external University sources:

Documentation: Letter(s) on institutional letterhead or email from an appropriate University personnel.

The Committee will consider retroactive adds or drops **only** in the event of extenuating circumstances beyond the student's control.

- Serious illness or death of immediate family member that prevents the student from completing the course(s).
Documentation (for illness): Confirmation on letterhead from licensed healthcare provider of immediate family member's status.
Documentation (for death): Memorial service folder, obituary, or copy of death certificate
- Job relocation or loss of employer reimbursement eligibility due to **involuntary** job loss.
Documentation: Letter on business letterhead from immediate supervisor or human resources administrator.
- Unexpected increase in job responsibilities, required change in work schedule, or required travel that prevents completion of course(s).
Documentation: Letter on business letterhead from immediate supervisor or human resources administrator that specifies the dates of increased workload and/or travel.

Retroactive Withdraw for Medical Reasons

- A student with a mental health and/or physical health condition that prevents the student from completing course(s).
Documentation: A student request for a retroactive withdrawal for medical reasons requires medical documentation from the student's treating healthcare provider using the [Treating Healthcare Provider Retroactive Withdrawal and Reentry for Medical Reasons](#) form.
Students should read full [Medical Leave of Absence](#) policy for additional details.

Concurrent Enrollment and Residency Requirements

- Students may enroll elsewhere concurrently *only* if they are pre-approved prior to enrollment, pursuing a requirement not currently offered at DU and if the concurrent enrollment doesn't result in an unacceptable overload.
- Students may be allowed an exception to the waive the residency requirement if extenuating circumstances (e.g. medical or personal issues) require that they be away from the University of Denver campus. Any non-affiliated DU study request must be consistent with the student's academic requirements, must have appropriate departmental approvals and meet DU's transfer of credit policy.
- Exceptions to the residency requirement will not be approved if a student's time out-of-residence results in too substantial a proportion of their academic work being taken outside the University of Denver.
Documentation: Approval letter(s) of input from the student's faculty and/or departmental advisor confirming the course(s) may apply to the degree requirements.

Request for an Extension of Time to Complete Graduate Degree

- Student may be considered for an extension of time only if they are able to demonstrate potential to complete the degree. Students must include a detailed outline plan with milestones and goal dates leading to completion of the degree in their petition.
Documentation: letter(s) or email of input from the student's faculty and/or departmental advisor.