



## Graduate Mentor Policy

**NOTE:** This document is a summary of the official Graduate School policies and procedures. To review the specific policies, please refer to the Graduate School Policies and Procedures website at the following URL: <http://gradschool.wsu.edu/policies-procedures/>

High-quality graduate programs are those with notable faculty and systems for advising and mentoring graduate students who need sound advice during their early experiences in graduate school. These students deserve guidance from faculty whose interests go beyond the advisor-director role to one of teacher and mentor. All faculty advisors should be responsible for encouraging and ensuring effective mentorship for graduate students during the course of their studies.

This document covers the following topics for Graduate Mentors:

1. Responsibilities of Sound Mentorship
2. Purpose of the Graduate Mentor Academy
3. Representation on Graduate Exams and Examination Failure
4. Graduate and Professional Student Grievance Procedures for Academic Progress and other Complaints
5. Exceptions to Policy, Appeal Procedures, Petition Process, Accommodations
6. Contact Information and Resources for the Graduate School

### **1. RESPONSIBILITIES OF SOUND MENTORSHIP**

A mentor assists scholarly development, contributes to intellectual stimulation, and fosters professionally enriching relationships with graduate students. A faculty mentor is a peer-to-be, one who encourages and supports independent development; one who, through insightful guidance, trust, and mutual respect, nurtures a rapid transition from graduate student to colleague. Students should expect that advisors/mentors will interact with them on a regular basis, providing the guidance, advice, and intellectual challenge necessary to help students complete their degree programs. Graduate students should expect that advisors/mentors will do the following:

- Interact in a professional and civil manner consistent with University policies governing nondiscrimination and sexual harassment.
- Create an ethos of collegiality in classroom, laboratory, or studio supervisory relations that stimulates and encourages students to learn creatively and independently.
- Develop clear understandings about specific research expectations and responsibilities, including timelines for completion of theses or dissertations.
- Provide verbal or written comments and evaluation of students' work in a timely manner.
- Discuss laboratory, studio, or departmental authorship policy with graduate students in advance of entering into collaborative projects.
- Acknowledge student contributions to research presented at conferences, in professional publications, or in applications for copyrights and patents.

## 2. PURPOSE OF THE GRADUATE MENTOR ACADEMY

In addition to the guidance and support provided by general mentoring activities, graduate students often need additional support during challenging aspects of their program, including preliminary examinations and defenses.

While most of these exams and presentations are uneventful, some have issues that can negatively impact graduate students. For example, if a graduate student has had miscommunication with his or her faculty advisor that has created tension within the committee, having a graduate mentor attend the preliminary exam might put the student more at ease. In cases in which the student fails the preliminary exam and must retake it, the participation of the graduate mentor ensures that the exam process is completed fairly and according to policy. Thus, to provide oversight to these types of situations, the Graduate School established the Graduate Mentor Academy.

Members of the Graduate Mentor Academy serve in the following ways:

- Display outstanding skills in mentoring graduate students that other faculty, especially new faculty, can observe and emulate.
- Represent the Graduate School in examinations or defenses where academic issues may arise.
- Provide input to the Graduate School for improvement or modification of current practices and procedures that will lead to the advancement of graduate education at WSU.

## 3. REPRESENTATION ON GRADUATE EXAMS

**Responsibilities of the Graduate Mentor when Attending an Exam.** The Graduate School will provide the graduate mentor information about the student; the upcoming exam date, time, and location; and the committee membership. The mentor is expected to be present for the entire exam process, including the student's presentation, the discussion, and the balloting session. On the day of the exam, the mentor should arrive early to introduce himself/herself to the committee members and to discuss the role he/she will play during the exam. *Unless the Graduate School requests the mentor only to observe and report to the Dean on the proceedings*, the mentor has several responsibilities. During the exam, the mentor should:

- Ensure that Graduate School policies and procedures are followed.
- Help clarify roles at the beginning of the exam (i.e., who is chairing the exam, who is voting, who is a member of the audience, etc.).
- Assist in creating a comfortable test environment for the student.
- Ensure that exam protocol regarding the test environment and process is followed.
- Address issues of fairness and consistency that may arise during the exam.
- Provide advice and input regarding the exam process and student's responses as requested by committee members.
- When a mentor is assigned to an examination, he/she is responsible for ensuring that the ballots are completed, compiled and returned (hand delivered) to the Graduate School, and signing the Pass/Fail memo (indicating whether the student has passed or failed the exam).
- After the examination, the mentor should provide a written report to the Dean of the Graduate School about the examination process, whether it was conducted according to Graduate School policy and the student was treated fairly.

In situations in which the mentor identifies irregularities, inconsistencies, unfairness, or policies and/or procedures not followed, the mentor should bring the issue to the attention of the committee chair or the faculty responsible for conducting the exam.

1. If the mentor can address the issue with the student and audience present, the mentor should request an opportunity to speak and bring the issue to the attention of the committee chair. Every effort should be made to resolve the issue before the examination is resumed.
2. If the mentor cannot address the issue with the student and audience present, the mentor should ask the chair for a recess to privately address an issue of concern. Once the chair calls the recess and asks the student and audience to leave the examination room, the mentor should discuss the issue of concern and attempt to resolve it with the committee before the examination is resumed.
3. Whether the issue is resolved or not, the mentor should describe the situation in the written report to the Dean of the Graduate School, providing details about the conduct of the exam and with a recommendation regarding what should happen next immediately following the examination.

### **General Exam Environment and Process.**

- Examinations are to be held in an academic environment.
- Examinations will be held only during academic sessions.
- Final examinations for students participating in on-campus programs shall be held during regular working hours either on the Pullman or branch campus, or by videoconference over Academic Media Services (AMS) or similar technologies. All members of the student's committee must be present during the oral examination and balloting session, and all must vote. If held over AMS, at least one committee member must be physically present in the room with the student.
- Students in approved Global Campus graduate programs have the option of taking their preliminary and/or final examinations during regular working hours of an academic session either on campus or via technology approved and available through Global Campus. Arrangements are to be approved by the faculty committee and program chair and made in accordance with the Graduate School's examination environment policy and process. If the examination is administered via approved Global Campus technology, all committee members must be present during the oral examination session and subsequent balloting session, and all must vote.
- All committee members are not required to be present for a written examination; however, the written examination should be proctored.
- All faculty wishing to vote must be in attendance during all of the oral examination. If a faculty member wishing to vote must leave the room or the online session during the examination, the examination is to be recessed until said member returns.
- The student and members of the public may not attend the balloting session of the exam. For Global Campus programs, if the balloting session is held directly after the session for the oral exam, everyone in attendance, except voting faculty, must log off for the balloting session. Following the balloting session, the student shall be contacted immediately regarding the results.
- A student, graduate program chair, committee member, or any other concerned member of the WSU community may request that the Graduate School provide an independent observer to be present at any preliminary or final oral defense. This request will be held confidential. All such requests will be fulfilled by drawing upon a group of faculty designated as the Graduate Mentor Academy that has agreed to serve in this role and has received training to do so. All repeat examinations or defenses will have such an independent, outside representative. During the scheduling process, the Graduate School will notify the student, committee and department chair if a Graduate Mentor has been assigned to the examination.

**NOTE:** Exceptions to this policy regarding the examination environment, including the use of technology and presence of faculty, must be requested in writing well in advance of the exam and will be made by the Dean of the Graduate School only under unusual circumstances.

**Final Master's Examination.** A final examination and/or balloting meeting is required of all master's candidates. This examination is intended to test the candidate's ability to carry out a critical dialogue integrating and interpreting material in the major and supporting fields with emphasis on the work presented in the thesis or special problem. Non-thesis master's degree students may not have a formal examination; however, the committee must hold a ballot meeting, scheduled by the Graduate School, to determine if the student has satisfactorily met all of the program requirements.

The student must have completed or be enrolled in all the required course work and be registered for a minimum of two credits of 700 (thesis option) or 702 (non-thesis option) for the semester or summer session in which the final examination is to be taken (unless specified otherwise in the Faculty Senate approved curriculum). The scheduling form must be submitted to the Graduate School 10 (ten) or more working days prior to the anticipated examination. The candidate must present a draft copy of the thesis, complete in format, with the scheduling form. The [Application for Degree](#) must be done via zzusis if this is the student's initial application for degree. If the student has previously applied for degree [for an earlier semester], the student must contact the Graduate School's Programs staff in order to update their Application for Degree. The graduation fee must also be paid before the final exam is scheduled.

#### **Master's Final Exam Requirements:**

- Final examinations for thesis master's students are public. All faculty members, regardless of discipline, are encouraged to attend. It is important that all faculty in the student's program, be able to attend the defense. If a student is defending from a branch campus, but their degree is [for example] a Pullman-based degree, there must be an AMS or Polycom connection to/from the other location(s), so that faculty and public wishing to attend, may do so. Although any member of the public at large may attend a final examination, including an examination for a Global Campus program via approved Global Campus technology, only faculty members may ask questions and vote, assuming they have participated in the assessment of the student's examination work.
- The examining committee shall include the members of the master's committee, whose chair presides, and any other member of the faculty in attendance. All members of the master's committee must attend and vote.
- The examination should not exceed two-and-one-half hours (including the student's seminar presentation).
- If a graduate mentor has not been requested and this is not a second exam attempt, a member of the student's committee will be appointed by the Graduate School to serve as the Graduate School liaison regarding the final examination process (balloting, etc.). The Graduate School liaison will return all ballots and paperwork to the Graduate School. In situations in which faculty participate over AMS videoconference or other approved Global Campus technology, actual signed ballots may be sent to the Graduate School liaison immediately following the exam via confidential fax or emailed as a pdf file. No other format is acceptable. The Graduate School liaison should include these ballots in the packet for the Graduate School.

**NOTE:** Under extraordinary circumstances, on the recommendation of the student's committee and upon the advice of the Graduate Studies Committee, the Dean of the Graduate School may approve alternate arrangements regarding voting and ballot processing.

The candidate shall “pass” if the number of affirmative votes is equal to or greater than the minimum listed in the table below. If the number of votes exceeds the numbers listed in the table, then a minimum of 75% of the examiners must cast an affirmative vote for the student to pass.

**Table of Master Final Exam Votes**

Number of Examiners Qualified to Vote	Minimum Number of Examiners Voting to Pass
3	2
4	3
5	4
6	4
7	5
8	6

**Examination Failure.** In the event of a failed examination, a second and final attempt may be scheduled after a lapse of at least three months. When scheduling for a second exam, the scheduling form must be submitted at least 15 working days in advance of the exam day. A member of the Graduate Mentor Academy will be appointed by the Graduate School and must be present for a re-examination. The entire committee must be present and vote. A student who has failed two examinations will be terminated from the Graduate School. The only exception to this re-examination policy is if a member of the Graduate Mentor Academy (appointed by the Graduate School) presided over the student’s first exam and agrees that a re-examination is not an appropriate disposition of the case. Should there be procedural irregularities or extenuating circumstances during the first or second examination, the student has the right to appeal to the Graduate School in the event of examination failure.

**Preliminary Doctoral Examination.**

The preliminary doctoral examination is designed to determine the fitness of the student for pursuing a doctoral program in the field in which a degree is desired. A preliminary examination is required of each doctoral student for advancement to candidacy for the doctoral degree. The examination is intended to cover both major and minor disciplines (if a minor is declared). The major examination may be written or oral or both, at the discretion of the major program. The minor examination (when applicable) may be written or oral or both, or may be waived, at the discretion of the minor program. When the minor examination is waived, the member of the committee from the minor program shall vote with the major program. The minor program is notified if the student has less than a 3.0 grade point average on the student’s minor work when the minor examination has been waived.

The student is responsible for scheduling the preliminary examination (oral exam and/or balloting meeting for written exam). It may be scheduled using the [Preliminary Examination Scheduling Form](#), only after program requirements have been satisfied, after the Program of Study has been approved, after a substantial portion of the required course work has been completed, and when the student or committee chair believe the student is prepared for the examination. The student must be registered for a minimum of two hours of 800 as a regular graduate student at the beginning of the semester or summer session in which the preliminary examination is to be taken, and have at least a 3.0 cumulative grade point average and a 3.0 grade point average or higher on the program courses already taken before the preliminary examination may be scheduled. The preliminary examination must be scheduled with the Graduate School at least 10 working days before the examination is

held.

### **Preliminary Exam Requirements:**

1. All members of the doctoral committee must be present at the oral examination and at the ballot meeting, and all must vote. If the program uses an examination committee, then all members of the committee must be present for the oral examination and the balloting meeting. All committee members are not required to be present for a written examination; however, the examination should be proctored.
2. Individual programs may determine which faculty are eligible to vote, but in all cases any faculty wishing to vote must be in attendance during all of the oral examination and must have participated in the assessment of the student's examination work. At the discretion of the major program (department) chair, members of the faculty from other programs and faculty members from the major and minor programs may be present, may ask questions, but shall not vote.
3. All faculty members wishing to vote must be in attendance during all of the oral examination and the balloting meeting. If a faculty member wishing to vote must leave the room or the online session during the examination or balloting discussion, the examination or discussion is to be recessed until said member returns.

**NOTE:** Exceptions to this policy regarding the examination environment, including the use of technology and presence of faculty, must be requested well in advance of the exam and will be made by the Dean of the Graduate School only under unusual circumstances.

- The content and conduct of a preliminary examination is the responsibility of the faculty of the degree-granting program and should be administered by the chair of that program or someone delegated by the chair.
- The chair shall be responsible for conducting a fair and searching examination and for affording a reasonable opportunity during the oral portion for all examiners to question the student.
- There is no time limit for either the written or oral portions of the examination, but all aspects of the examination (i.e., the evaluation of any written component, the oral presentation, and/or balloting meeting) must be completed within 30 days from the beginning.
- At the conclusion of the oral exam, or at the balloting meeting if only a written examination is given, the candidate's total performance on the examination should be discussed and ballots cast on the basis of the entire examination. The candidate shall pass if a minimum of three-fourths of those voting so indicate (see Table of Doctoral Preliminary and Final Exam Votes below). Only voting faculty may be present during the session for balloting.
- In situations in which faculty participate over AMS videoconference or approved Global Campus technology, actual signed ballots may be sent to the major program chair immediately following the exam via confidential fax or emailed as a pdf file. No other format is acceptable. The major program chair should include these ballots in the packet for the Graduate School.
- At the conclusion of the oral examination or at the ballot meeting if only a written examination is given, the candidate's total performance on the examination should be discussed and ballots cast on the basis of the entire examination. The candidate shall pass if a minimum of three-fourths of those voting so indicate (see Table of Doctoral Preliminary and Final Exam Votes below)
- A student who has failed two preliminary examinations may not become a candidate for the doctorate and the student's enrollment in the Graduate School will be terminated. Should there be procedural irregularities or extenuating circumstance during the first or second exam, the student has the right to appeal to the Graduate School in the event of exam failure.

**Table of Doctoral Preliminary and Final Exam Votes**

Number of Examiners Qualified to Vote	Number of Examiners Voting to Pass
3	3
4	3
5	4
6	5
7	6
8	6

**Final Doctoral Defense Examination.**

A candidate for a doctoral degree must pass a final oral examination that primarily shall be a defense of the dissertation but may cover the general fields of knowledge pertinent to the degree. A minimum of four (4) months must elapse between the successful completion of a preliminary examination and the scheduling of a final examination. The student must register for a minimum of 2 (two) hours of 800 credit at the beginning of the semester or summer session in which the final examination is to be taken. Final examinations will include discussion of the completed dissertation (which is suitable in format and content for submission to the library). Under extraordinary circumstances, on the recommendation of the student's committee and upon the advice of the Graduate Studies Committee, the Dean of the Graduate School may approve alternative arrangements.

*The candidate's committee is responsible for approving all aspects of the final dissertation before students may schedule the final examination.* When committee members sign the [Dissertation Acceptance/Final Examination Scheduling](#) form, they indicate that a typed (or electronic) dissertation, suitable in format and content for submission to the Library has been given their approval; they also indicate their acceptance of the date, time, and place of the final examination.

**Final Doctoral Exam Requirements:**

- The final doctoral examination should not exceed two and one-half (2 ½) hours (including the student's presentation). There is no separation into major and minor fields; all examiners vote on the total examination.
- All final examinations are public, and all faculty members, regardless of discipline, are particularly encouraged to attend those of interest to them. It is important that all faculty in the student's program, be able to attend the defense. If a student is defending from a branch campus, but their degree is [for example] a Pullman-based degree, there must be an AMS or Polycom connection to/from the other location(s), so that faculty and public wishing to attend, may do so.
- Although any member of the public at large may attend final examinations, only faculty members may ask questions and vote.
- The chair of the student's committee will chair the final examination and be responsible for its conduct.
- The examining committee shall include the doctoral committee and any other members of the faculty in attendance.
- All members of the doctoral committee must attend and vote.
- A student, graduate program chair, committee member, or any other concerned member of the WSU community may request that the Graduate School provide an independent observer to be present at



any final examination/ballot meeting. This request will be held confidential. All such requests will be fulfilled by drawing upon a group of faculty, designated as the Graduate Mentor Academy that has agreed to serve in this role and has received training to do so. During the scheduling process, the Graduate School will notify the student, committee and department chair if a Graduate Mentor has been assigned to an exam.

- A member of the student’s committee will be appointed by the Graduate School to serve as the Graduate School liaison regarding the examination process (balloting, etc.).
- In situations in which faculty participate over AMS videoconference or approved Global Campus technology, actual signed ballots may be sent to the Graduate School liaison immediately following the exam via confidential fax or emailed as a pdf file. No other format is acceptable.
- The Graduate School liaison should include these ballots in the packet for the Graduate School.
- The candidate shall pass if the number of affirmative votes is equal to or greater than the minimum listed in the table below. If the number of votes exceeds the numbers listed in the table below, then a minimum of 75% of the examiners must cast an affirmative vote for the student to pass.

**Table of Doctoral Preliminary and Final Exam Votes**

Number of Examiners Qualified to Vote	Number of Examiners Voting to Pass
3	3
4	3
5	4
6	5
7	6
8	6

**Examination Failure.** In the event of a failed final examination, a second and last attempt may be scheduled after a lapse of at least three months. When scheduling for a second exam, the scheduling form must be submitted at least 15 working days in advance of the exam day. A member of the Graduate Mentor Academy will be appointed by the Graduate School to preside over the second examination to protect the rights of the student, faculty and program. The entire committee must be present and vote.

A student who has failed two examinations will be terminated from the Graduate School. The only exception to this reexamination policy is if a member of the Graduate Mentor Academy (appointed by the Graduate School) presided over the student’s first exam and agrees that a re-examination is not an appropriate disposition of the case.

**4. EXCEPTIONS TO POLICY, APPEALS PROCEDURE, PETITION PROCESS, ACCOMMODATIONS**

Any request for an exception to policy for an individual student should be submitted in writing through the major professor and chair of the major graduate program to the Dean of the Graduate School, who may then act upon the request. A petition process is available for a graduate student to petition for changes in course enrollment and academic calendar deadlines for his or her individual program. A petition form is available on



the Graduate School forms website: <https://gradschool.wsu.edu/wp-content/uploads/sites/19/2014/06/Petition.pdf>

Information on student rights of appeal can be found in the Graduate School Policies and Procedures, Chapter 12, *Graduate Student Rights and Responsibilities*.

Graduate students with disabilities that may require reasonable accommodation are encouraged to contact the Access Center. The Access Center will work with the student, the graduate program, and the Graduate School to ensure that reasonable accommodation is provided. See Chapter 12, *Graduate Student Rights and Responsibilities*.

## **5. GRADUATE STUDENT COMPLAINT AND GRIEVANCE PROCEDURES FOR ACADEMIC PROGRESS AND OTHER ISSUES.**

The graduate student complaint and formal grievance processes can involve several steps depending on the nature of the issue. There are many avenues available to Washington State University graduate students to resolve differences that might arise during the pursuit of an advanced degree. If a graduate program has its own grievance procedures, these procedures should be followed before utilizing the Graduate School's grievance procedures. In general, the operational principal that should be followed is to maintain open communication at the most immediate point of access and to work upwards from there when appropriate. This means that students should work with their major professor or advisor to resolve matters if possible. The next level would be the Department Chair or School Director. If the complaint involves a complex or multi-campus issue, the Dean of the College may get involved at this point in the process. There are cases, of course, where this is difficult. In these cases, graduate students should make an appointment with one of the Associate Deans of the Graduate School for further advice. An important role of the Graduate School is to serve as an impartial arbitrator in these matters and to provide advice to both students and faculty that will result in the student continuing in good academic standing.

### **Complaint Procedures**

- a. Students are encouraged to first consult with their faculty advisor.
- b. If the advisor is unable to resolve the problem, the student is encouraged to discuss the problem with the department/program chair, and/or an appropriate faculty liaison, such as the graduate program director or departmental ombudsman.
- c. If the complaint cannot be resolved at the department or program level, the student should contact the Associate Dean of the Graduate School designated by the Dean to hear student grievances (the Dean's designee).
- d. The Associate Dean will review the complaint and, at his or her discretion, will recommend possible actions for resolution to the student as well as to the department/program chair, director, college dean, and/or faculty liaison.

### **Formal Grievance Procedures**

In some instances, such as those related to academic and employment issues (e.g. failed examinations, termination of assistantship, dismissal from program, etc.), the student may wish to appeal a specific

decision made by the departmental or program faculty.

- a. The student must make a formal grievance request to the Dean of the Graduate School in writing, with signature (email is not sufficient). The student must submit documentation describing his/her grounds for a formal grievance to the Dean. Formal grievances must be filed within 15 (fifteen) calendar days following a notice of decision. The original decision will be held in abeyance until the university has rendered a final decision.
- b. The Dean will assign these formal grievances to one of the Associate Deans for full consideration and recommendation.
- c. If the Associate Dean deems it appropriate, the matter will be referred to an independent Committee on Graduate Student Rights and Responsibilities (CGSRR) for consideration and formulating recommendations of action to the Dean of the Graduate School. The CGSRR will operate with due respect to the rights of graduate students, faculty, and administrators including the conduct of interviews, the right of all parties to review and address allegations, and the right to a fair hearing. The CGSRR will deliberate and render a recommendation to the Dean of the Graduate School or the Dean's designee within 60 days of being formed.
- d. Recommendations for resolution of formal grievances will be acted upon by the Dean or the Dean's designee. A final decision will be made by the Dean of the Graduate School. The decision made by the Dean on academic matters is final.

### **Graduate Student Appeals**

Appeal of the decision made by the Dean of the Graduate School can be made to the Provost if the graduate student believes there was a procedural error or failure to follow WSU or Graduate School policy during the complaint or grievance process. The written appeal to the Provost regarding procedural irregularities must be filed within fifteen (15) calendar days following the notice of the decision from the Dean of the Graduate School in response to the formal grievance. The appeal must be copied to the Dean of the Graduate School. If the Dean of the Graduate School does not receive notice of the appeal within fifteen (15) calendar days, the student's right to appeal will be waived and the Dean's decision will be final. The Provost will not reopen cases for the purpose of re-investigating the grievance.

### **Professional Student Grievance and Appeal Procedures**

Professional students within the College of Veterinary Medicine (D.V.M. program), the College of Pharmacy (Pharm. D. program), and the College of Business (M.B.A. programs) will follow College policies and procedures for grievances related to academic issues. Appeal of College level decisions can be made to the Graduate School if the professional student believes there was a procedural error or failure to follow WSU or College policies during the complaint or grievance process. The professional student must make a formal appeal request to the Dean of the Graduate School in writing, with signature (email is not sufficient). Formal appeals must be filed within 15 (fifteen) calendar days following a notice of decision. The original decision will be held in abeyance while under appeal. The Dean of the Graduate School will not reopen cases for the purpose of re-investigating the grievance.

College of Veterinary Medicine Policies for D.V.M. students:  
<http://courses.vetmed.wsu.edu/policies/>

College of Pharmacy Policies for Pharm.D. students:

<http://www.pharmacy.wsu.edu/currentstudents/pharmfiles/studenthandbook14-15.pdf>

College of Business Policies for M.B.A. students:

<http://business.wsu.edu/graduate-programs/>

Other programs also may have their own grievance procedures that should be followed before utilizing the Graduate School's grievance procedures.

## **Student Rights of Appeal Related to Academic Work**

**1. Appeal of Course Grades.** Graduate students should refer to the WSU Academic Regulations, Rules 104 and 105 if they have a complaint about instruction or grading. This document can be found at <http://www.registrar.wsu.edu/Registrar/Apps/AcadRegs.ASPX>. If the student wishes to appeal a grade that has led to a decision that the student be dismissed from the Graduate School (for academic deficiency or examination failure, for example), the student should make every effort to file his/her appeal as soon as possible and to work through the grade appeal process in a timely manner. Formal grievances submitted to the Graduate School regarding dismissal due to a failed examination or academic deficiency will not be delayed due to the grade appeal process; formal grievance decisions made by the Dean of the Graduate School will be based on the grades officially listed on the student's transcript. If the student's grade is changed due to a grade appeal decision made after the formal grievance process has been completed, then the program chair may request that the Dean of the Graduate School review the case based on the grade change and make a determination regarding reinstatement.

**2. University Grade Appeals Board.** The University Grade Appeals Board, an official committee of the University President, functions to review academic grade appeals forwarded by any departmental chair, dean, Graduate School Dean, or university ombudsman. A detailed description of this committee and its processes may be found at <http://president.wsu.edu/office/presidential-committees/academic-grade-appeals-board.html>

**3. Preliminary and/or Final Examination Committee Decisions.** In most cases of examination failure, the student is given an opportunity to take a second and final examination. In these cases the Graduate School will send an official representative to preside over the second examination to protect the rights of the student, faculty, and program. The Graduate School has trained a group of willing faculty members (Graduate Mentor Academy) in the appropriate procedures to be followed for a second examination. The Graduate School's examination procedures must be followed to schedule the second examination. If the student fails the examination a second time, he/she will be dismissed from the Graduate School. The student may appeal the decision by filing a formal grievance with the Graduate School.

4. A student will not be allowed to take a second and final examination after the first examination failure when the following criteria are met. The first examination must have had a representative from the Graduate Mentor Academy (appointed by the Graduate School) present for the oral examination and/or balloting meeting (if no oral examination was given). If this representative confirms that the examination process was fair and proceeded according to Graduate School policy, and if the representative agrees with the faculty committee and program chair that a re-examination is not an appropriate disposition of the case, then the Dean of the Graduate School will review the case and make the final determination whether or not

to re-examine the student. The student may appeal the decision by filing a formal grievance with the Graduate School.

## 6. GRADUATE SCHOOL CONTACT INFORMATION AND RESOURCES

William Andrefsky Dean of the Graduate School <a href="mailto:and@wsu.edu">and@wsu.edu</a> , 335-6412	Pat Sturko, Associate Dean <a href="mailto:psturko@wsu.edu">psturko@wsu.edu</a> , 335-7718
Lori Carris, Associate Dean <a href="mailto:carris@wsu.edu">carris@wsu.edu</a> , 335-7008	Mary Stormo, Academic Coordinator <a href="mailto:stormom@wsu.edu">stormom@wsu.edu</a> , 335-1218
Lisa Gloss, Associate Dean <a href="mailto:imgloss@wsu.edu">imgloss@wsu.edu</a> , 335-5859	Graduate School policies and procedures <a href="http://gradschool.wsu.edu/policies-procedures/">http://gradschool.wsu.edu/policies-procedures/</a>
Graduate School forms and deadlines: <a href="http://gradschool.wsu.edu/facultystaff-resources/18-2/">http://gradschool.wsu.edu/facultystaff-resources/18-2/</a>	