

Graduate AAR Exceptions Transcript

Welcome to the Graduate Academic Advisement Report video series. In the previous video, we demonstrated how to access and read a sample Graduate AAR.

In this video, we will explore why exceptions may be needed in a Graduate AAR, followed by an overview of the exception process.

Returning to our sample Graduate AAR, let's open the final Requirement Group. Again, this will always be reserved for "Coursework Not Satisfying a Degree Requirement."

There are three reasons why a course may be listed here:

First, the course may have been completed outside the normal time requirement generally allowed for NAU's programs; that is, six years for Graduate Certificates and Master's degrees, or eight to ten years for Doctoral degrees.

Second, the course may have been completed with an unsatisfactory grade, such as an F, D, or W. Courses in which a C is earned may also be listed here, depending on the number of Cs allowed for the program and the number of Cs already earned by the student.

Third, the course may not present as a required or accepted course for the program.

In this case, all three courses are listed here due to the third case: CCHE 600 and EDF 671 do not appear in any of the Lines above. The last course is a transfer course that was transferred in as EDF 674; again, EDF 674 does not appear in any of the Lines above.

To see if these courses should be used towards the program, it is helpful to view the student's Program of Study.

Looking at the student's Program of Study, we can see that the transfer course is intended to replace EDF 672, CCHE 600 is intended to replace EDF 673, and EDF 671 is intended to serve as the elective.

Departments have two options for processing exceptions.

First, they can choose to allow the Graduate AAR to automatically process a specified exception for every student in the program. For example, if EDF 671 is accepted as a valid elective option for all students, the department can work with Registrar.AdvisementReport@nau.edu to build this specification into the Graduate AAR. This will eliminate the manual work needed to process individual exceptions.

However, in some cases, an individual exception is the better option. For example, if CCHE 600 is not normally considered an acceptable replacement course for EDF 673, as the student was granted a unique exception, then we would not want the Graduate AAR to automatically accept CCHE 600 as a replacement for EDF 673 for all students.

Processing individual exceptions is a manual task that requires a level of knowledge on the inner workings of the Graduate AAR, and requires a technical 2-hour training.

To reduce the workload and training needed by every graduate advisor, the individual exception process is split into two roles.

Exception Requestors will have the ability to submit an Exception Request, which serves as a ticket identifying the exception that needs to be processed. For example, an Exception Requestor would submit an Exception Request to substitute EDF 672 with CCHE 600 for this particular student. There is a brief, self-paced Canvas training required for the Exception Requestor role that will walk through the steps needed to fill out an Exception Request.

Exception Processors will then view the information on the Exception Request to make the needed modifications on the student's Graduate AAR. The Exception Processor training is much more intensive, lasting two hours, as the actual work required for modifying Graduate AARs involve a degree of technical understanding on how the Graduate AAR operates.

Exception Requestors and Exception Processors should be identified by each department.

Some departments may wish to have every graduate advisor serve as an Exception Requestor for their own students. Since the Exception Requestor role requires minimal training (unlike the Exception Processor role) and is relatively simple to learn, this is a feasible option.

However, other departments may wish to reduce the number of Exception Requestors needed for their programs by choosing select individuals to serve as Exception Requestors. For example, they may ask for their graduate advisors to email a Graduate Coordinator or Program Assistant when an Exception Request is needed, who would then do the work of formally submitting the Exception Request.

Similarly, it is up to each department to decide who will serve as Exception Processors, and the number of Exception Processors needed for each program. Exception Processors complete the actual work of modifying a student's Graduate AAR with the approved exception.

For programs that may decide to assign only one Exception Requestor or one Exception Processor, it is highly recommended to assign at least one back-up staff or faculty who can step in when the normal Exception Requestor or Processor is out of the office. Faculty and staff serving as back-up Exception Requestors or Processors must complete the same training required for normal Exception Requestors and Processors.

In addition, please know that it is possible for an individual to hold both the Exception Requestor and the Exception Processor role. That is, you may submit an Exception Request and then process that same exception yourself. Faculty and staff may complete the self-paced Exception Requestor training on Canvas. The registration link can be found on the OGPS Graduate AAR webpage. Upon finishing the video, a short quiz must be completed before receiving the Exception Requestor ePass.

Faculty and staff may sign up for the 2-hour virtual Exception Processor training by emailing Registrar.AdvisementReport@nau.edu. The Exception Requestor

training must be completed before attending the Exception Processor training, regardless of whether you will be serving only as an Exception Processor, or both an Exception Requestor and Processor.

We look forward to collaborating with you in this important endeavor. Thank you for viewing this video.

For questions, please contact GradGraduation@nau.edu.