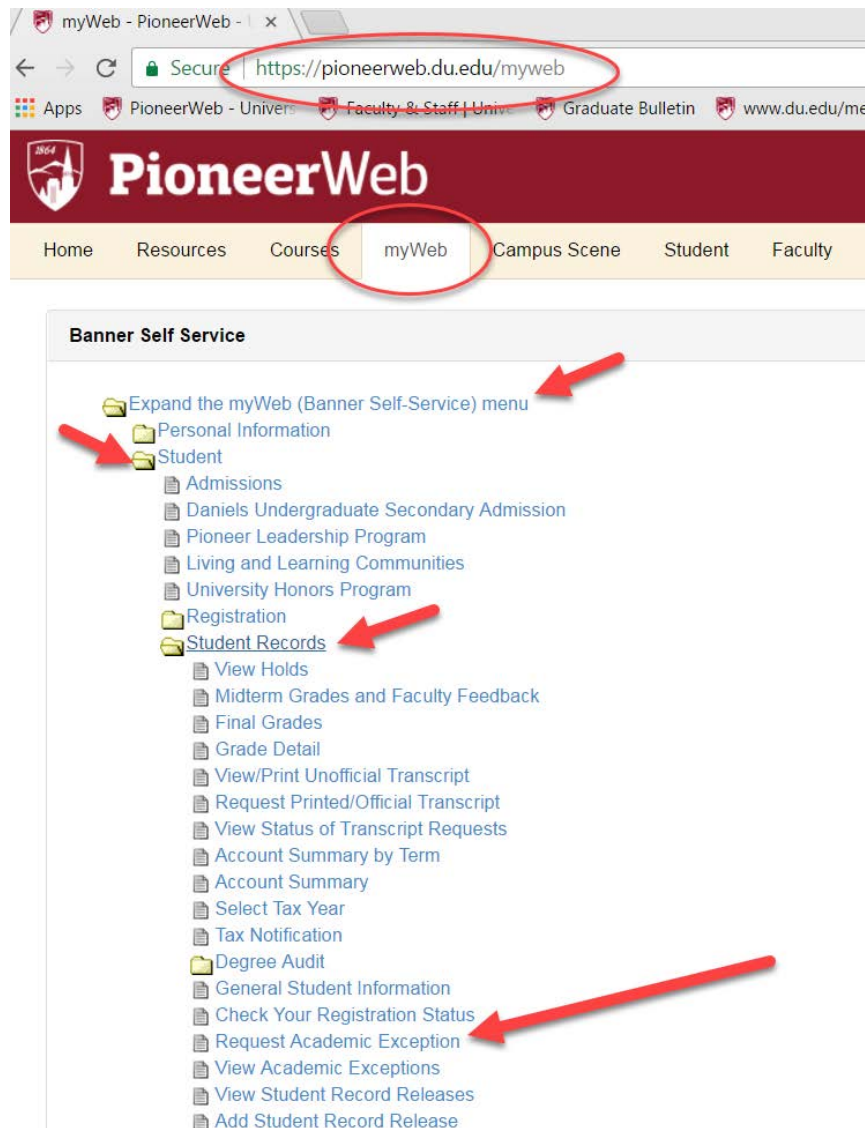


## Submitting Academic Exception Petitions

### Student Submission - [PioneerWeb](#)

Petitions for Academic Exceptions (including Extensions of Time) are submitted through PioneerWeb. Submission through PioneerWeb initiates the petition process through the Office of Graduate Studies. Petitions that are not submitted through PioneerWeb will not be reviewed.

1. Log into [PioneerWeb](#) account.
2. Click on the myWeb tab.
3. Click on the Expand the myWeb (Banner Self-Service) menu folder.
4. Click on the Student folder.
5. Click on the Student Records folder.
6. Click on Request Academic Exception.
7. Fill out required items in the form and submit (see additional instructions in the *Required Items* section below). 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.
8. 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.
9. To check the status of a petition, follow steps 1-5, and then click on View Academic Exceptions.



The screenshot shows a web browser window with the URL <https://pioneerweb.du.edu/myweb>. The PioneerWeb logo is visible at the top, and the navigation menu includes Home, Resources, Courses, myWeb, Campus Scene, Student, and Faculty. The myWeb tab is selected, and the Banner Self Service menu is expanded. The menu items are:

- 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



**Notes:** All communication to the student from the Office of Graduate Studies will be through the Academic Exceptions portal on PioneerWeb. It is the responsibility of the student to log into PioneerWeb to view the status of any requests for Academic Exception that the student has submitted.

Petitions for students in the [Morgridge College of Education](#), [University College](#), [Graduate School of Social Work](#) and [Josef Korbel School of International Studies](#) must also include unit input. Once the student's electronic petition and faculty input for that petition have been received, the information will be sent to the unit for review. The unit will then email input to [graduatestudies@du.edu](mailto:graduatestudies@du.edu).

### Graduate Policies and Procedures

Please refer to the [Graduate Policy Manual](#) for the full version of policies and procedures related to graduate academic exceptions.

### Required Items

1. **Reason for Request** – Please explain in detail the circumstances that make this request necessary. This information should be entered by the student in the PioneerWeb electronic request for academic exception form.

*If the request is in regards to a class:*

- a. Provide the following information in your letter:
  - Course number and Title of class
  - How many credit hours course was offered for/you enrolled for Quarter and year the course was offered
  - Instructor's name
- b. Contact the Instructor  
You must contact your instructor and ask the instructor to also submit a letter for review. Professors may send letters directly to our office. Documentation from the instructor must be received before student petitions are reviewed.

*If the request is in regards to an extension of time:*

- a. Provide the following information in your letter:
  - Date you entered the program
  - The number of time extensions you have been granted in the past
  - Period of extension requested (From Month/Year, To Month/Year)
  - \*Extensions may be requested for a minimum of one quarter to a maximum of one academic year.
  - Include whether or not you have completed all coursework/credit hours for your program with the exception or research hours.
  - Include the last term you attended DU.
  - Have you attended any other college or university since your last attendance at DU? If yes, please include a list of schools attended and submit official transcripts from each school to the Office of Graduate Studies.
- b. Attach outline and plan for completion of degree – discuss in detail the current status of your thesis/dissertation/project. Describe what requirements have been completed and what work remains to be done, along with a detailed outline of the timetable you will follow to insure completion of your degree by the ending date of the extension requested.
- c. Contact Advisor/Program Director  
You must contact your advisor and/or program director and ask them to also submit a letter for review (via email to [graduatestudies@du.edu](mailto:graduatestudies@du.edu) from their official DU email address). Submit your outline plan for completion/timetable to your advisor for approval before submitting your request on PioneerWeb, in order to incorporate any changes your advisor may suggest. If you have already received a previous extension of time, you must also contact your department chair and/or program director and ask them to submit a letter for review (via email to [graduatestudies@du.edu](mailto:graduatestudies@du.edu) from their official DU email address). Documentation from the advisor/program director must be received before petitions are reviewed.



## 2. **Additional/Supplementary Documentation**

In some cases, it may be necessary for the student to provide supplementary documentation. If your situation involves a medical issue or other extenuating circumstances, please contact our office to discuss whether additional documentation may be needed. Additional items, including faculty/unit support and/or supplementary documentation, may be either emailed (preferred) or mailed to the Office of Graduate Studies:

Dr. Corinne Lengsfeld, Interim Associate Provost for Graduate Studies

University of Denver

2199 S. University Blvd.

Mary Reed Building, Room 5

Denver, CO 80208-4802

Phone: 303.871.3950

Fax: 303.871.4566

Email: [graduatestudies@du.edu](mailto:graduatestudies@du.edu) (preferred)

## Review and Notification Process

1. **Review of Complete Files** – Complete files, composed of letters from the student, instructor, and/or any supplemental documentation (if required) will undergo a preliminary review. PioneerWeb will be updated if there are questions or if additional information is needed. The student will receive an email prompting them to check PioneerWeb if there has been a status change regarding the student's petition.
2. **Incomplete Files – Incomplete petitions will not be reviewed.** Petitions that are missing information or required documents will continue as pending files in PioneerWeb until all necessary documents have been received. **It is the responsibility of the student** to ensure that all required documents and information have been submitted to the Office of Graduate Studies in a timely manner. Students may check the status of all documents at anytime by choosing to View Academic Exceptions in PioneerWeb. Incomplete petitions will be cancelled after two weeks.
3. **Graduate Exceptions Committee** – Depending on the nature and complexity of the circumstances, some requests may be forwarded to the Graduate Academic Exceptions Committee (headed by the Associate Provost) for review. The Committee meets once a month during the academic session (not during the summer or interterm periods).
4. **Notification of Decision** – The student will be notified (via PioneerWeb) of the decision of the Associate Provost and/or the Graduate Academic Exceptions Committee within one week of when the request was reviewed. The decision report will be emailed to the instructor and department.

If you have additional questions about the Exception to Academic Policy request process please contact the Office of Graduate Studies by email at [graduatestudies@du.edu](mailto:graduatestudies@du.edu) or by phone at 303-871-3950.