

# Guidelines for Acceptable Documentation

## Supporting documentation for all categories must:

- Be from a verifiable source.
- Confirm the circumstances outlined in your personal statement.
- Demonstrate the timing of those circumstances as related to your ability to complete the course.

**If any one document does not meet all three criteria, please provide multiple documents.**

- Please redact personal information such as SSN or payment information before sending documents.
- Any foreign language document must be accompanied by a full English translation that the translator has certified as complete and correct

## Medical:

Sudden, serious personal illness, injury, or hospitalization of the student or close member of the student's family

**Medical documentation must include the date of injury or diagnosis, the medical condition or type (severity) of the condition, and the extent of the illness (duration).** Sometimes information about required treatments can also help to demonstrate the details of your case, but is not required.

Petitions due to medical circumstances are generally not considered for medical conditions or diagnoses predating the course or respective deadline(s), or for medical conditions not severe enough to require extensive hospitalization or care. If the medical condition in question predates the course, adequate documentation must be provided to demonstrate a significant change in the condition that would have affected your ability to complete the course and occurred after the course deadline(s) or commencement of the course.

### Examples of Documentation that may support your case:

- A signed letter from the patient's doctor on business letterhead specifying the date of the injury or diagnosis, type (severity), and extent of the illness (duration)
- A copy of a hospital admittance/discharge form which specifies the dates and/or times of admittance/discharge.
- An appointment or office visit summary which specifies the dates and/or times of the office visit and the reason for the visit.
- A printout from the patient's online medical records account which specifies the dates and/or times of the office visit, the reason for the visit, and summary of the visit.

## Death:

The death of the student or a close member of the student's family

### Examples of Documentation that may support your case:

- A death certificate.
- A copy of the funeral program or a copy of the obituary

**Note:** Verification of relationship should be indicated in the documents or additional documentation may be required.

## Compulsory military service:

### Examples of Documentation that may support your case:

- A copy of your military orders, whether it is a signed letter or email

## A documented administrative error that affected your enrollment:

Example situation & documentation: Student enrolled in course with a NFC grading option, but submitted a request via My Extension to change their grading option to a Pass/No Pass before the grade option change deadline. The course ends several weeks later, the student checks their grades and notices that the grading option is still an NFC.

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## **Examples of Documentation that may support your case:**

- A copy of your Grade Option Change Request email that was submitted via My Extension, which includes the date and timestamp request was sent.

## **Extreme and unusual circumstances beyond your control:**

### Sudden work obligation or change which conflicts with course requirements

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Petitions for work-related situations are only considered if the work obligation was unexpected, outside of the student's control, and attendance in the class is mandatory to earn the respective credential or credit.

Petitions are not typically considered for situations such as starting a new job or increasing or changing responsibilities at work.

## **Examples of Documentation that may support your case:**

- A signed letter or email from work supervisor specifying the sudden need for your position and the duration you are needed
- A signed and dated contract from work specifying work obligations

### Divorce or separation

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Divorce or separation is not automatically grounds for petition approval. To be considered, the petition must include documentation to demonstrate that the situation has caused a sudden undue hardship which would reasonably have prevented you from completing your course and making your drop request prior to the deadline.

## **Examples of Documentation that may support your case:**

- A copy of the divorce decree or other legal documents demonstrating the timing of timing of the separation or divorce.
- A copy of written correspondence, such as emails or screenshots of text messages, establishing timeline of separation and/or divorce

### Moving

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Generally moving is not grounds for petition approval. To be considered, the petition must include documentation to demonstrate that you are moving due to sudden circumstances that were outside of your control, that you couldn't have anticipated your circumstances prior to the refund deadline, and that the situation has caused a sudden undue hardship which would reasonably have prevented you from completing your course and making your drop request prior to the deadline.

## **Examples of Documentation that may support your case:**

- A copy of moving documents such as lease agreements, formal notice to your landlord, etc. may help support your case, but additional documentation will be necessary to demonstrate the circumstances behind your sudden need to move (as outlined above).
- Some of the above examples may be acceptable to demonstrate the circumstances behind your sudden need to move depending on the details of your situation. See above examples or contact us for assistance.

### Other extreme and unusual circumstances

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Some of the above examples may be acceptable to support your case. Any type of documentation can be submitted but must meet the guidelines for acceptable documentation as listed above.