

# STUDENT POLICIES

## RESOLUTION OF DISPUTES CONCERNING TRANSFER COURSES

Navarro College follows policy outlined in Texas Public Education Code §4.27 for the resolution of transfer courses:

1. The following procedures shall be followed by institutions of higher education in the resolution of credit transfer disputes involving lower-division courses:
  - a. If an institution of higher education does not accept course credit earned by a student at another institution of higher education, the receiving institution shall give written notice to the student and to the sending institution that transfer of the course credit is denied, and shall include in that notice the reasons for denying the credit. Attached to the written notice shall be the procedures for resolution of transfer disputes for lower-division courses as outlined in this section, accompanied by clear instructions outlining the procedure for appealing the decision to the Commissioner.
  - b. A student who receives notice as specified in paragraph (1) of this subsection may dispute the denial of credit by contacting a designated official at either the sending or the receiving institution.
  - c. The two institutions and the student shall attempt to resolve the transfer of the course credit in accordance with Board rules and guidelines.
  - d. If the transfer dispute is not resolved to the satisfaction of the student or the sending institution within 45 days after the date the student received written notice of denial, the sending institution may notify the Commissioner in writing of the request for transfer dispute resolution, and the institution that denies the course credit for transfer shall notify the Commissioner in writing of its denial and the reasons for the denial.
2. The Commissioner or the Commissioner's designee shall make the final determination about a dispute concerning the transfer of course credit and give written notice of the determination to the involved student and institutions.
3. Each institution of higher education shall publish in its course catalogs the procedures specified in subsections (a), (b), (d), and (e) of this section.
4. The Board shall collect data on the types of transfer disputes that are reported and the disposition of each case that is considered by the Commissioner or the Commissioner's designee.
5. If a receiving institution has cause to believe that a course being presented by a student for transfer from another school is not of an acceptable level of quality, it should first contact the sending institution and attempt to resolve the problem. In the event that the two institutions are unable to come to a satisfactory resolution, the receiving institution may notify the Commissioner, who may investigate the course. If its quality is found to be unacceptable, the Board may discontinue funding for the course.

Source Note: The provisions of this §4.27 adopted to be effective May 27, 2003, 28 TexReg 4109

Students needing assistance with the resolution of transfer courses under this policy are advised to contact the office of the Executive Dean of Academic Studies.