

TKU Guidelines on the Handling of Admissions Appeals

Secretariat Regulation No. 1010000060 (07/24/2012)

Amended in Admissions Committee Meeting (06/01/2012)

1. To ensure and uphold the rights of students taking student admission entrance examinations, and to effectively deal with appeal cases launched by such students, TKU – under the Student Admissions Committee – set up the TKU Panel for the Handling of Admission-based Appeals (herein referred to as “The Panel”).
2. The Panel must comprise a “Panel Convener” – a position assumed automatically by the TKU Vice President for Administrative Affairs. Panel members must include the Dean of Academic Affairs, the Convener of the Academic Grade Review Panel, four college deans appointed by the TKU President, and four other members of the Student Admissions Committee. For meetings held by The Panel to commence, at least two-thirds of its members must be present. To pass resolutions outlined in an Outcome of Appeal Letter, at least half of the attending members must agree to the proposed resolutions. However, when deciding the result of an appeal case, at least two-thirds of all attending members must be in agreement. If a member of the panel has some kind of vested interest or connection to the case at hand, he / she should not attend the related meetings.
3. Apart from cases that are covered by admissions laws or are clearly defined in the Admissions Handbook, students who have taken the entrance examination and have an objection toward the measures taken during the examination, the method of scoring, the set criteria for admission, or punishments prescribed during the process of examination, any of which affect the rights or grades of the applicant, an appeal may be filed. A maximum limit of one appeal may be lodged for any one objection.
4. Procedures for the appeal and its handling:
 - a) Students taking part in TKU admission entrance examinations who claim to have incurred a loss of rights may submit a written complaint to staff members responsible for admissions or to their superiors. If, after doing so, the student is not satisfied with the scope of recourse provided, they must – within 7 days of this happening – submit a written appeal providing their name and using double registered mail. Those who do not do so in the given time limit will not have their application processed. If, however, the appellant has a legitimate

reason for the late submission of an appeal, he / she must inform The Panel of these reasons and request approval.

- b) Appeals should be submitted in writing and affixed with documents of proof. The submitted appeal should include the appellant's name, the title of the entrance examination, their examination number, the department under which they were listed for the examination, their contact address, telephone number, reason(s) for appeal, and the outcome that they hope to obtain.
- c) Within 7 days of receiving the appeal case, The Panel must convene a meeting to process the appeal, conduct a review, and, if necessary, invite related persons to also attend these meetings. An Outcome of Appeal Letter, after being approved by the chair of the committee, must be sent to the appellant by the Student Admissions Committee within 20 days of receiving the case. The Outcome of Appeal Letter should advise of administrative procedures for recourse.
- d) If the appeal case is escalated to a judicial procedure, the appellant should inform The Panel by submitting a written notice. After receiving the notice, The Panel should immediately suspend the process of review and resolution, which may resume after the conclusion of the legal action. The only exception to this rule is cases in which the disputed incident also affected the rights of other applicants.

5. The validity and enactment of the Outcome of Appeal Letter:

The Outcome of Appeal Letter concluded by The Panel must be submitted to the chair of the Committee and a copy should be issued to the related departments / offices. If these related departments or offices believe that the resolutions outlined in the Letter contradicts related regulations or may not feasibly be implemented, they must list the specific facts and reasons for their conclusion and submit them to the chair of the Committee, while also issuing a copy to The Panel. If the chair of the committee feels that the stated reasons are acceptable, he / she may request that The Panel reassess the case. If necessary, the chair may also request the Student Admissions Committee convene to provide a final resolution.

6. This set of guidelines will take effect on the date of its publication after being passed in an Admissions Committee meeting. The same applies to any later amendments made.