However, each situation is unique and may prevent the meeting of a deadline. Every effort will be made by the parties involved to minimize the delay and proceed through the processes outlined in this Procedure as close to the deadlines as possible.

B. All deadlines established in this Policy are stated in terms of business days. If a deadline falls on a weekend or scheduled holiday, the deadline will be the next scheduled workday of Georgia State University.

C. Students lose their right to continue to the next step of the procedures if they miss a stated or agreed-upon deadline.

VI. MEDIATION

Students who have filed formal complaints or petitions or those who have had formal complaints filed against them under Sections II A or B of this Policy (except for grade appeals) may request that the matter be submitted to mediation in an effort to achieve resolution. Mediation is a voluntary, confidential process whereby a neutral person facilitates discussion between the parties in a mutual attempt to reach resolution on the issues raised by the parties.

In the event mediation is agreed upon by both parties, the timelines under this policy shall be suspended until which time the mediation is completed. In the event that mediation results in agreement, the student’s complaint will be considered resolved. In the event that mediation does not result in resolution of the matter, the student may appeal to the next level of review under this policy.

Information derived from mediation discussion may not be used as the basis for higher levels of appeal, nor can the mediator be asked to provide information or make any decision at any level of the formal appeals process. Persons interested in mediation should contact the Office of the Ombudsperson.

GLOSSARY

POLICIES, PROCEDURES AND PRACTICES

Policy: A written statement (rule or principle) used to govern the actions of Georgia State University’s employees, faculty, students, visitors, and others who come in contact with Georgia State University. For the purposes of this document, academic policies are those pertaining to scholarly programs (e.g., program degree requirements), or the students’ progress through those programs (e.g., program prerequisites, financial aid, registration). Non-academic policies are those pertaining to functions that only indirectly support the students’ academic endeavors (such as housing, recreation, or parking).

University-Level Student Policies: Policies established under the authority of the university and applied to all students in all colleges. These policies are implemented and enforced by central academic or administrative offices (for example, the Registrar’s Office, the Student Financial Aid Office, or the University Library).

College-Level Student Policies: Policies established under the authority of a college and applied to all students enrolled in courses or programs offered by that college: Andrew Young School of Policy Studies; College of Arts and Sciences; College of Education; Lewis School of Nursing; School of Health Professions; Institute of Public Health; Robinson College of Business.