



Academic Record Queries

Dear Student,

We understand that you would like to proceed with an official query of your academic record. The Institute for Study Abroad, Butler University (IFSA-Butler) will act as your liaison. We will assist you in your query by contacting the host institution you attended as well as our program abroad for further information regarding your query.

The query process may be lengthy (typically three months) due to differences in academic systems and calendars between U.S. and overseas institutions. British and Irish universities are not officially in session between July and September. Similarly institutions in Australia and New Zealand are not officially in session between December and February. University calendars in Latin America vary. Therefore, you should expect delays regarding the results of your query.

Students may appeal the content of their academic records according to the official procedures set by the host university. All appeals must be submitted to the Institute for Study Abroad, Butler University (IFSA-Butler) promptly after receipt of the official transcript from Butler University. It is the student's responsibility to be aware of and meet the deadlines set by the host university attended. You will have one year from your program end date to submit queries.

No appeals will be undertaken for those students who have taken early examinations or have arranged to submit any course work outside the required and scheduled dates.

Academic record queries can be varied in nature, including grade appeals, credit appeals, courses missing from the transcript, requests for grade breakdowns, etc.

What constitutes a valid academic record query?

- You must have written copies of all submitted course work.
- You must have reason to believe that an error has been made in grade or credit calculation (i.e., work submitted was not received; an error may have been made in marking your final exam, etc.)
- You must not have been found guilty of an academic honesty violation for the course in question.
- You must be polite, specific, and, when appropriate, substantiate your well-written logical appeal by providing relevant documentation.

The following arguments, on their own, are not sufficient reason for a query:

“My home university requires a higher grade for transfer of credit.”

“I feel I deserve a better grade.”

“I was over my head in this class.”

Before proceeding with filing a query, you must complete the IFSA-Butler Academic Record Query form. This form must be completed and returned promptly to IFSA-Butler with all relevant documentation attached. Describe clearly the nature of your academic record query in the “describe your query” section of the form.

Once the completed form is received, we will forward it to the host university on your behalf for review. We will notify you of the results as soon as they are made available.

All decisions made by the host university are final. Please bear in mind that the official marking of exams and/or papers may result in a lower grade. No queries will be lodged when a student has a balance on their student account.

IFSA-Butler reserves the right to withhold the submission of those appeals that do not meet the above criteria and to issue a decision for the academic record query.

Additional instructions for students on programs in Australia:

The Australian universities have specialized academic record query requirements with which you must comply in order to complete the official process. Laura Wallman, Senior Academic Affairs Coordinator for Australian Programs, will assist you with your query.

If you studied at **Adelaide, Australia National, Flinders, Griffith, James Cook, Macquarie, Melbourne, Monash, Murdoch, New South Wales, Southern Cross, Sydney, or Wollongong:** Your host institution requires that you immediately contact your relevant professor directly via email regarding your query, in addition to submitting the IFSA-Butler Academic Record Query form. This is a key component of your academic record query process. Please cc Laura Wallman (lwallman@ifsa-butler.org) on your correspondence. If you do not receive a response within ten days, contact Laura Wallman directly to alert her to this.

If you studied at **Queensland, Tasmania, or Western Australia:** You are only required to submit the IFSA-Butler Academic Record Query form. Per university requests: **DO NOT** contact professors directly.

If you studied at **University of Technology Sydney:** You are only required to submit the IFSA-Butler Academic Record Query form. Per university requests: **DO NOT** contact professors directly.

Additionally, UTS requests that students read the assessment information at the following Web site before proceeding with a query:

www.sau.uts.edu.au/assessment/results/review.html.

Additional instructions for student on the Egypt University Programs:

Universities in Egypt do not remark papers and exams. However, students should notify IFSA-Butler if they receive a grade inconsistent with the expected grade. Professors will review the student’s grades to ensure that they were properly recorded and that the final grade was calculated correctly. IFSA-Butler will also investigate any credit anomalies in your credit load. Please notify the IFSA-Butler Indianapolis office if you believe your Butler University transcript reflects too many or too few credits.

You may also submit a query to the Indianapolis office if you feel there is another type of mistake, such as an error in course title.

Additional instructions for students on programs in Valparaíso, Chile and at the Universidad de Buenos Aires and the Universidad Torcuato di Tella in Buenos Aires, Argentina:

Universities in Valparaíso, UBA and UTDT do not consider grade queries after the official grade period. Students must appeal grades in person directly to the professor. Neither the IFSA-Butler Indianapolis staff nor your IFSA-Butler resident director can do it for you. Therefore, you must stay in country until the official end date of the program to ensure you see your final grades and have the chance to appeal them if you feel necessary. If you choose to leave Chile or Argentina before the official program end date, you will consequently miss and forfeit your window of opportunity to make a grade appeal.

Although IFSA-Butler cannot conduct grade queries on your behalf, we will investigate any credit anomalies in your credit load. Please notify the IFSA-Butler Indianapolis office if you believe your Butler University transcript reflects too many or too few credits. You may also submit a query to the Indianapolis office if you feel there is another type of mistake, such as an error in course title.

Should you have further questions regarding this procedure, please do not hesitate to contact our office.

Sincerely,

Rhonda J. Hinkle
Assistant Director for Academic Affairs



Academic Record Query Form

Student Name _____
(Last) (First) (Middle)

Host Institution Attended _____

Dates Attended _____
(Term or Semester) (Year)

Course Name _____

Course Number _____ Department _____

Professor _____ U.S. Grade Received _____

_____ I believe that an error was made in the calculation of my grades or credit.

_____ I believe that some portion of the work I submitted was not received.

_____ I believe that I should have been exempted from some portion of my course work due to a documented medical or personal emergency. (Attach documentation, e.g, doctor's certificate)

_____ Other (Please explain)

Describe your query (add additional pages if necessary):

Telephone number where you can be reached by IFSA-Butler: _____

Signature: _____

For Office Use Only:

Date Query Received _____

Date Query Sent Overseas _____

Date Reply Received _____

Date Reply Sent to Student _____