

Graduate Student Resource Guide

University of the Pacific Graduate School

2019-2020



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Graduate School Directory

Administration Building
Room 100
320 Fifth Ave
Sacramento, California 95817

University Center
Room 133
155 5th St.
San Francisco, California 94103

Knoles Hall
2nd Floor, Room 211
3601 Pacific Ave
Stockton, California 95211

Name	Title & Location	Email	Brief Job Description
Barrera-Torres, Myrna	Asst. Director, Recruitment & Marketing Sacramento, CA	mbarreratorres@pacific.edu	Coordinates marketing efforts such as e-communication, design of program materials, social media, and web design.
Blair, Evan	Senior Asst. Director, Graduate Admissions & Recruitment Sacramento, CA	eblair@pacific.edu	Responsible for recruiting and advising prospective students. Plans and executes recruitment events.
Briceño Lopez, Emilia	Asst. Director, Graduate Admission & Processing Stockton, CA	ebriceno@pacific.edu	Manages the admission records team. Leads applicant communication and faculty support during the admission process. Oversees all processing, auditing, maintaining and updating of graduate admission records.
Devaul, Keith	Operations Specialist Sacramento, CA	kdevaul@pacific.edu	Responsible for the effective management of data operations, development of enrollment-related reports and analysis.
Dueñas, Elena	Graduate Support Specialist Sacramento, CA	eduenas@pacific.edu	Serves as liaison for students in Sacramento graduate programs. Responsible for organizing orientation, student development workshops.
Luna, Noel	Graduate Support Specialist Stockton, CA	nluna@pacific.edu	Serves as liaison for students in Sacramento graduate programs. Responsible for organizing orientation, student development workshops.
Naehr, Thomas	Dean, Graduate School	tnaehr@pacific.edu	Responsible for the oversight and management of the Graduate School.
Nash, Olivia	Assistant Dean	onash@pacific.edu	Provides leadership and management for admissions operations, recruitment, and marketing.
Orosco, Laura	International Graduate Admission Specialist Stockton, CA	lorosco@pacific.edu	Primary coordinator for all international document processing; leads all student/program communication related to graduate-level international applicants.
	Graduate Support Specialist San Francisco, CA	gradschool@pacific.edu	Serves as liaison for students in San Francisco graduate programs. Responsible for organizing orientation, student development workshops.
Sica, E. Ann	Project Support Specialist Stockton, CA	esica@pacific.edu	Serves as budget manager and administrative support. Responsible for project and event management including Graduate Assistantship Program.
Wolak, Patrick	Director of Graduate Studies	pwolak@pacific.edu	Responsible for management of student services for graduate students.

The More You Know

Your Student Email:

Your student email is the primary and official form of communication between you as the student and the university. Be sure to check your email regularly, as important information regarding your student account, alerts, notices, and other university announcements are sent to your @u.pacific.edu account.

Talk to your Professors:

While professors at Pacific are amazing, they can't read your mind. Speak up! If you are struggling in a class, talk to your faculty about any academic or non-academic challenge. As faculty who both teach and advise, they are trained to coach you through your course.

Facing Hardships:

If you have a family or medical emergency and need to take time away from your coursework, you may be eligible to apply for a Leave of Absence (see policy page 24). Contact your Graduate Services Specialist to help you through the process (gradschool@pacific.edu).

If you just need to talk:

Graduate school can be stressful and may at times be difficult to manage. The Graduate School is a resource for students who wish to seek help outside of their academic program. Stop in to see your Graduate Services Specialist, located at each of the three campuses. GSS is a neutral party for listening to your concerns, answer your questions or even to celebrate milestones and accomplishments. Make an appointment (gradschool@pacific.edu) or walk-in during their office hours.

Financial Aid & Student Accounts

Quick Tips:

For your financial aid to be disbursed, your Master Promissory Note AND Entrance Counseling must be submitted using <https://studentloans.gov>

Understanding Policy:

Graduate students are subject to academic policy and regulations found in the catalog (catalog.pacific.edu). Policy can be complex, for clarification and policy interpretation, reach out to the Graduate Services Specialist on your campus (gradschool@pacific.edu).

Thesis/Dissertation:

In order to start your T/D submission process, you must submit your T/D completion form to the Graduate School or gradschool@pacific.edu. Once this form is submitted, you will be sent the next steps to submit your thesis or dissertation.

Thesis/Dissertation Writing Support:

Writing your thesis/dissertation could be stressful, especially when you get writer's block. Make sure to reach out the Writing Support Center for assistance (writingcenter@pacific.edu)

Graduation:

Graduation signifies the completion of all degree requirements. Degree conferral is when you've officially received your degree. However, if you participated in commencement, it does not necessarily mean you have completed your degree requirements or graduated.

Commencement:

Commencement is a ceremony that celebrates your degree completion. If you participate in commencement, it does not necessarily mean you will graduate in that term. Make sure to double-check that all of your degree requirements have been met before you bid Pacific farewell

Services at a Glance

▸ Writing Center

The Graduate Writing Center offers one-on-one consultations with a trained graduate student writing mentor or professional staff member who can help you develop your writing. Please visit their website for the most up to date contact information and appointment procedures: <http://pacificwritingcenter.weebly.com/>

Locations

Graduate Writing Center
Student Center, 2nd Floor
916-739-7251
Sacramento California

San Francisco
By appointment

Student Writing Center
Library 2nd Floor
209-932-2969
Stockton, California

Services Offered

- Help draft any writing project or assignment
- Help with early stages of writing: brainstorming, outlining, etc
- Help with structure, content, organization, clarity, argumentation
- Help with MLA, APA, & Chicago citation styles
- A collaborative experience between writer and reader.

▸ CAPs

Counseling and Psychological Services (CAPS) at University of the Pacific aids students who are encountering depression, anxiety, adjustment problems and/or emotional distress. Our therapists are trained to aid students in building self-confidence, making healthy choices, choosing assertive communication, relating to others, developing/solidifying identity, and working with more serious mental health concerns. In addition, CAPS offer crisis consultation, and outreach programming.

Locations

Muddox Building
209-946-2315 x2
Sacramento California

By Appointment
209-946-2315 x 2
San Francisco, California

Cowell Wellness Center
209-946-2315 x2
Stockton, California

Services Offered

- Crisis intervention/Emergency sessions
- Individual, couples, group therapy
- Psychiatric consulth/medication management
- Consultation services for faculty, staff, and students

▸ Registrar

The Office of the Registrar maintains academic records and applies regulations and policies.

Locations

Administration Building
916-739-7106
sacregistrar@pacific.edu
Monday-Friday 8:30-5:00pm
Sacramento, California

4th Floor
415-929-6461
sfregistrar@pacific.edu
Monday-Friday 8:30-5:00pm
San Francisco, California

Knoles Hall, 1st Floor
209-946-2135
registrar@pacific.edu
Monday-Friday 8:30-5:00pm
Stockton, California

Services Offered

- Maintenance of Academic Calendar and Catalogs
- Forms (ARC petitions/ Add-Drop/ Address Change)
- Registration assistance and class enrollment
- Student privacy (FERPA)
- Assistance with applying for graduation, changing programs, and obtaining diplomas.
- Transcripts

► Financial Aid

The Office of Financial Aid is committed to ensuring that prospective and current Pacific students make well informed financial choices prior to and while enrolled at University of the Pacific. Click [here](#) for more information.

Locations

Administration Building
916-739-7158
finaid@pacific.edu
Mon, Tue, Thu, & Fri 8:30-5:30pm
Wed 8:30am-6:15pm
Sacramento, California

4th Floor
415-749-3341
sf_finaid@pacific.edu
Monday-Friday 8:00am-5:00pm

San Francisco, California

Knoles Hall, 1st Floor
209-946-2421
financialaid@pacific.edu
Mon-Fri 8:30am-5:00pm

Stockton, California

Services Offered

- FAFSA assistance
- Graduate Program Financial Aid information
- Graduate Teaching and Research Assistantships
- Assistance with federal loans

► Student Accounts

The mission of the Student Accounts Office is to support and advise our students in understanding their financial obligations to Pacific with the patience and effective communication that will encourage their development into financially responsible adults.

Locations

Administration Building, Room 114
916-739-7054
sac_busoffice@pacific.edu
Mon, Tue, Thu, & Fri 8:30-5:00pm
Wed 8:30am-6:00pm
Sacramento, California

4th Floor
415-749-3341
sf_finaid@pacific.edu
Monday-Friday 8:00am-5:00pm

San Francisco, California

Finance Center, 1st Floor
209-946-2517
studentaccounts@pacific.edu
Mon-Fri 8:30am-5:00pm

Stockton, California

Services Offered

- Payment plan set-up and assistance
- Assistance with Financial Aid Hold (FH)
- Billing assistance
- 1098-T and income tax help
- Tuition and Fees clarification

► Pacific Health Insurance

Student Health Insurance Plan (SHIP) is a comprehensive plan that provides a full range of medical services, including in/out patient services, specialty care, emergency care, dental care, hospitalization, mental health care, vision services, and pharmacy coverage. Click [here](#) for more information.

Locations

Administration Building
209-946-2315
insuranceoffice@pacific.edu
Call of use [medical portal](#)
Sacramento, California

5th Floor, Suite 513
209-946-2315
insuranceoffice@pacific.edu
Call of use [medical portal](#)
San Francisco, California

Cowell Wellness Center
209-946-2315
insuranceoffice@pacific.edu
Call of use [medical portal](#)
Stockton, California

Services Offered

- Primary care
- Physicals
- Immunizations
- Counseling services
- Referrals
- Telephone nurse advice
- Women's care
- Medications

Graduate Services Specialist

► How can our Office Help You?

Graduate-level Policy Guidance	Provides guidance and advice on general university policies, and when necessary, refers questions to appropriate units
Academic Regulations Committee (ARC Petitions)	Helps students understand the ARC petition and provide advice and guidance on the process.
Full-semester Withdrawals	Assists students who wish to withdraw from the University in navigating the process of doing so. Assist them in understanding the academic impact of such a decision, connecting them with the appropriate campus offices to ensure a smooth transition when necessary.
Student Support during Personal Emergencies	In the event of an emergency, we are able to contact a student's faculty to notify them of the expected absence. After notifying faculty, GSS will connect the student with central campus units that provide appropriate accommodations.
Class Registration	Assists students with class registration (including: adding, dropping). Directs students to the appropriate department to have holds released, explains the process of adding a closed course, and reiterates the importance of deadlines.
Orientations	Responsible for maintaining and updating the online graduate orientation course. Schedules welcome reception and is responsible for tracking/maintaining centralized list of program orientations.
Referral Hub	Central point for members of the campus community to refer students who need guidance and support. GSS identifies the area of support and acts as a liaison between the student and the appropriate service office.
Forms Hub	Receives and process forms for Thesis & Dissertation, Application for Graduation, Petition to Participate in Commencement, etc.
Student Development Workshops	Develops and schedules student professional and personal development workshops held throughout the academic year.

► Contact Information

Elena Duenas
 916-313-4638
eduenas@pacific.edu
 Administration Building, Room 100
 Sacramento, California

San Francisco GSS

Noel Luna
 209-932-2928
nluna@pacific.edu
 Knoles Hall, Room 211
 Stockton, California

Course Registration

▶ Register for Courses

Please follow these instructions to register for courses:

1. Go to insidePacific at <http://insidepacific.pacific.edu> (“Ctrl” + click to follow link)
2. Click on the Academic tab.
3. Click on the Academic Services channel.
4. Click on Student Services.
5. Click on Registration.
6. Click on Select Term (drop down menu) then select appropriate term (Fall) and submit term.
7. Click on Add/Drop.
8. Click on Financial Acceptance Acknowledgement (only first time each semester)
9. Enter your course reference numbers (CRNs) for your selected classes in the boxes provided, one CRN per box.
10. Click on Submit Changes to process your registration.
11. If registration is successfully completed, it will read 'web reg' on the left side of each course. If you receive any error messages (example: closed classes, time conflicts, link errors, etc.)

Once you have completed registering, click on the Refresh icon.

Click on Student Services.

Click on Registration.

Click on Schedule by Day and Time to view your schedule of classes.

▶ Payment Information

Please pay your tuition by the **deadline found on the Academic Calendar** in order to avoid a late fee. If registering after the deadline, payment is due upon registration regardless of receiving a billing statement notification.

To pay your bill, please follow these steps:

- Go to *insidePacific* <http://insidepacific.edu>
- Log in and click on **Students**→**Academic**
- Click on the text inside the **Manage Your Account** box
- For detailed instructions, see <http://bit.ly/UOP-Payment-Instructions>

The bill can also be paid at the Student Accounts office on each campus (Sacramento, San Francisco, and Stockton)

► Common Registration Errors

Here are some typical registration error messages, an explanation about what each message means, and what to do if you get a registration error message. More information can be found [Here](#)

Course Closed

Why you got this message:

You tried to register for a course that is already full.

Solution:

Use “Search for Open Classes” to see if there are other sections available and register for a different section; Or, continue to occasionally check [insidePacific](#) to see if another student has dropped the course you want and add it if you find an opening; or, select a different course. If you want to discuss taking a course that is already filled and you have made a good faith attempt to add the course through [insidePacific](#), check with the instructor and academic department that is offering the course. Only instructors/departments can override enrollment limits and many departments do not allow enrollment overrides. If you do obtain permission, the department will authorize you to register online; it is then your responsibility to log back into [insidePacific](#) and actually register for the course.

Duplicate Course

Why you got this message:

You tried to add a course that is already on your schedule. [insidePacific](#) will only let you register for a course one time.

Solution:


Drop the course and submit changes. Proceed to add new section.

Maximum Hours Exceeded

Why you got this message:

You tried to register for more credits than you are allowed to register for. Maximum course load for an undergraduate/graduate is 18 units. You have exceeded the maximum load.

Solution:

Register for the maximum hours that you are able; any student wishing to exceed the 18-unit limit must petition their school/ college. Unit overload fee will be charged to Pacific courses only. This includes those units taken while attending another college or university concurrently with Pacific, continuing education and extension courses. Refer to the ' [Transfer Course Approval Request Form](#)  '.

Restriction Not Met

Why you got this message:

Many courses have restrictions that are checked during the registration process. You did not meet the restrictions for the course you attempted to register for. Most common restrictions are:

1. Major/Minor (some courses are limited to students in a certain major/minor)
2. Class (some courses are limited to students who are junior level or above)
3. Level (graduate level courses are restricted to graduate students)

Solution:

Check the restrictions as listed in [insidePacific](#) "Search for Open Classes" (click on the CRN to view the detailed information about a course). If you do not meet the restriction, you will not be able to register for the class. If you want to discuss taking a course without meeting *major* or *class* restrictions, check with the academic department that is offering the course. Only that department can override major and class restrictions. If you obtain permission, the department will authorize you to register online; it is then your responsibility to log back into [insidePacific](#) and actually register for the course.

Pre-req or Test Score Error

Why you got this message:

Many undergraduate courses have pre-requisites that are checked during the registration process. You did not meet the pre-requisite for the course you attempted to register for.

Solution:

Check the pre-requisites as listed in [insidePacific's](#) "Search for Open Classes" (click on the CRN to view the detailed information about a course). If you do not meet the stated pre-req, you must complete the pre-req before taking the class. If you think you have transfer credit that should clear the pre-req or if you want to discuss registering for a course without having the stated pre-reqs, check with the academic department that is offering the course. Only that department can override the pre-requisites. If you obtain permission, the department will authorize you to register; it is then your responsibility to log back into [insidePacific](#) and actually register for the course.

Time Conflict with CRN XXXXX

Why you got this message:

You tried to add a course that conflicts with another course already on your schedule.

Solution:

Select a different section of the course that you want (one at a different time) or try to rearrange your courses so there is no time conflict or choose a different course. If you want to discuss registering for courses with a time conflict, select the course in which the time conflict has been worked out. Have the instructor for this course grant override approval online. Then go into [insidePacific](#) and register for the course.

A1/A2 Link Error (Lecture and lab/discussion courses)

Why you got this message: (Possible Case #1)

This is a course that has both a lecture and an associated lab or discussion section; you tried to add only one part of the class.

Solution:

Choose both a lecture section and a discussion or lab section (choose one from the list directly below the lecture). If using the "Add/Drop Classes" method to register, enter both CRNs and press submit changes. If using the "Search for Open Sections" method to register, click on the box by both the lecture CRN and your choice of lab/discussion, then click on the submit button.

Why you got this message: (Possible Case #2)

If one of these sections are closed, you will not be able to add either course.

Solution:

Choose another section that is open and add them both at the same time.

Special Approval Errors (Department and Instructor Permission Courses)

Why you got this message:

This course requires permission from department or instructor.

Solution:

Only that department or instructor can override major and class restrictions. If you obtain permission, the department will authorize you to register online; it is then your responsibility to log back into [insidePacific](#) and actually register for the course.

Variable Credit Courses

It is your responsibility to obtain instructor and/or departmental approval before you change variable credits. [insidePacific](#) automatically selects the lowest credit if a class is offered for variable credit. If you wish to change the credits of your class, click on the "highlighted" units under the '**Credits**' heading area of the course you want to indicate the correct units to be taken. This will take you to that specific course data where you can type in the correct units to be taken in the 'credit hours' section. Click on **Submit Changes**

Note: You may change variable credit only in credit-bearing classes. If a variable credit lecture class has a noncredit laboratory, discussion, or activity section associated with it, use the lecture CRN to make credit changes.

► Holds

Student Accounts

Financial Aid

A student's account will be placed on a Financial Hold (FH) if a student's payment is not received by the payment deadline, financial aid has not been applied, or other university related charges go unpaid. A student's current registration is subject to cancellation. (Applicable re-registration fees may be required in order to reinstate a cancelled registration). Students will NOT be able to register for courses if an account has an FH.

Payment Restriction Hold

A student's account will be placed on a Payment Restriction Hold (FR) if there is recurrence of returned checks or non-sufficient funds (NSF). Students who have a Payment Restriction Hold on their account will not have the ability to make payments online. Payments must be made with certified funds (cash, cashier's check or money order) in the office or through the mail. Students will still be able to register for courses if an account has an FR.

Student Accounts Transcript Hold

A student's account will be placed on a Student Accounts Transcript Hold (FT) during the 14-day payment verification process if any payment made to a student account was paid with a check. Written proof from the bank showing the payment has cleared will remove the hold.

A Student Accounts Transcript Hold will be automatically added if a student's account is placed on a Financial Hold. An account must be cleared or in good standing in order to obtain the release of transcripts, diplomas and credentials. Students will still be able to register for courses if an account has an FT.

Registrar Hold

Registration Access Hold

Students must meet with their primary advisor to have the 'Registration Hold' released in order to register online via [insidePacific](#). If the primary advisor is out of town, the department chair can serve as a back-up faculty member to secure the access code. The registrar cannot release the hold.

Student Health Services

Immunization

All new students must meet the health requirements as outlined in the admission packet. Students must have submitted all of the above documentation or be cleared by the Health Services (Cowell Wellness Center; contact information: via email: cwc@pacific.edu or phone: (209) 946-2315) by the last day to add classes.

For more information please visit: <https://www.pacific.edu/immunizationcompliance>

Grades

Graduate students are assigned grades in keeping with the following provisions. Utilization of (+/-) is at the discretion of individual programs.

► Understanding Grades

Symbol	GPA	Definition
A	4.0	Exemplary
A-	3.7	
B+	3.3	
B	3.0	Satisfactory
B-	2.7	
C+	2.3	
C	2.0	Marginal
C-	1.7	
D+	1.3	
D	1.0	Unsatisfactory
F	0.0	Failing
I		Incomplete work due to extenuating and hardship circumstances which prevent the completion of the work assigned within the regular time of the term. Each incomplete grade assigned must be accompanied with a contract statement agreed to by both instructor and student as to: a) what work remains to be completed, b) how it is to be evaluated, and c) a time indicated for completion within by no later than the following deadlines: for fall semester, by July 1 following; for spring semester, by November 1 following; for summer term, by January 1 following. If work is not completed within these stipulated times, the instructor can indicate a grade in lieu of the F/NC which automatically would be imposed with failure to complete the work. All incompletes must be made up before the last day of the semester in which the student intends to graduate.

Symbol	Definition
N	Deferred grading for thesis, dissertation or research work.
NC	No credit recognition. Represents unsatisfactory work under pass/no credit option.
NG	No Grade Received from the Instructor. Please contact the instructor.
P	Passing work on the pass/no credit system. Approved only for certain courses and program of a college or school. Note: Research for thesis or dissertation the department may determine whether letter grades or pass/no credit grades are to be given. In seminar or comparable courses, letter grades or pass/no credit may be used.
W	Authorized withdrawal from courses after the prescribed period.

► Grade Grievance

This document describes the grievance procedures available to students of the University of the Pacific who are enrolled in graduate-level degree programs and post-doctoral scholars. These procedures do not apply to students of the McGeorge School of Law, the School of Dentistry, or of the Doctor of Pharmacy degree program in the Thomas J. Long School of Pharmacy and Health Sciences.

These procedures are intended to address issues that arise from, are related to, or have direct impact on the academic activities of the student, such as assignment and evaluation of academic work in the course of attempting to fulfill the requirements of a particular course or degree. These procedures are intended to afford students and the University an opportunity to resolve grievances in an equitable manner. More information can be found [Here](#).

Definition

Any graduate student or post-doctoral scholar who believes that he or she has been subjected to an improper decision on an academic matter is entitled to file a grievance.

A grievance is a complaint in writing filed with the Graduate School Dean concerning a decision, made by a person or group of persons acting in an official University capacity, that directly and adversely affects the student or postdoctoral fellow as an individual in his or her academic capacity.

A grievance does not properly challenge dissatisfaction with a University policy of general application on the grounds that the policy is unfair or inadvisable, nor should a grievance challenge individual school, department, or program academic policies, as long as those policies are not in contravention of general University policy.

A grievance regarding an academic matter usually falls into one of three general categories:

1. Those that derive from application of or decisions that are affected by a University policy, which may apply to students in addition to University graduate students. Examples are grades and attendance.
2. Those that derive from matters addressed by policies of the Office of Research and Graduate Studies which apply specifically to graduate students.
3. Those that derive from matters addressed by policies, procedures or practices of a department or comparable University administrative unit.

NOTE: If a graduate student believes that behavior in violation of the University's Policy against Sexual and Other Unlawful Harassment has occurred, the student should notify, in writing if possible, either the Director of Human Resources of the University or the Graduate School Dean. Additionally, there are grievance procedures to resolve alleged acts of discrimination outlined in the University's policy statement on Prohibited Discrimination. Any person having a complaint of violation of this policy statement should contact the Director of Human Resources. The University's Policy against Sexual and Other Unlawful Harassment is annually distributed to each graduate student and is available in the Department of Human Resources.

Right to Participate without Retaliation

No graduate student, graduate student's representative, or other member of the University community who assists or participates in these procedures shall be subject to adverse action by the University, based on their activity in good faith in the course of filing or participating in the grievance procedure.

Time Limits

It is the responsibility of the grieving graduate student to initiate any grievance within 60 days of the end of the academic term in which notice to the student of the adverse decision occurred, or when the decision should reasonably have been discovered. A delay in filing a grievance may constitute grounds for denial of the grievance in consideration of the matter as a whole by the University.

Resolution Efforts

It is preferable that before a grievance is filed, a problem be resolved on an informal basis (that is, without the filing of a grievance). Candid and informal discussions are recommended between the aggrieved graduate student and the instructor, major professor, graduate committee, department chair, or graduate program director.

The level at which the informal discussion begins will depend upon the nature of the complaint. A course grade complaint must start with the instructor involved. Informal resolution of a problem dealing with research expectations, qualifying exams, or work assignments, should start with the major professor (or academic advisor) and should include discussion with the student's graduate committee where such a committee has been formed.

Resolution of a complaint regarding departmental policy must be initiated with the department chair with the individual at the next administrative level, for example, the chair or director of the relevant department or program. Where possible, resolution by informal efforts should be confirmed in writing signed by a department chair or above.

Step 1: Initiation of a Grievance by Filing with the Graduate School Dean

A grievance is initiated by filing a concise written statement, identifying the specific actions complained of, the persons responsible for such actions, the harm to the grievant, and the information that the grievant believes is relevant to the grievance. The statement should also include a description of the remedy sought and the informal efforts taken to date to resolve the matter. The grievance shall be filed with the Office of the Graduate School Dean.

The Graduate School Dean will determine the appropriate method by which the grievance will be resolved.

The Dean will proceed in one of the following ways:

1. resolve the matter by written determination of the Dean, which may but need not be preceded by the Dean's conferring with the grievant, faculty member(s) and/or other individuals;
- or
2. refer the matter to other University resources for preliminary fact gathering (for example, where the matter concerns an issue addressed by the University's Policy Against Sexual and Other Unlawful Harassment), following which the Dean will resolve the matter by written determination.

The Dean's determination will be based on the following issues:

1. Were the proper facts and criteria relied upon in reaching the decision being grieved?
2. Were improper or irrelevant facts or criteria relied upon in reaching the decision being grieved? If so, was there any significant adverse effect upon the grievant?
3. Were there any procedural irregularities that substantially affected the outcome of the matters, with significant adverse effect upon the grievant?

4. If proper facts, criteria, and procedures were utilized, was the decision one that a person in the position of the decision-maker might reasonably have made?

Normally, no more than 60 days should elapse between the filing of a grievance and the determination of the Dean. The determination of the Dean shall be considered final and binding, unless timely written notice of appeal is filed with the Dean within 20 days of issuance of the determination of the Dean, with a copy to the Office of the Provost. If an appeal is filed, the grievance resolution continues with Step 2.

Step 2: Appeal of Resolution by the Graduate School Dean

If an appeal is filed as described above, the Graduate Dean requests that the Chair of the CGS convene within 30 calendar days, a graduate student grievance advisory panel ("panel"). The panel will consist of two full-time Pacific faculty members and a graduate student enrolled at Pacific, none of which are interested parties based on prior involvement with the matters or persons involved. For good cause shown to the Chair, the grievant may timely request replacement of a panel member, including the replacement of the student member of the panel with another impartial faculty member if the grievant feels a student member is inappropriate for the circumstances. The panel will gather information in a manner that it determines appropriate to achieve an informed recommendation to the Dean. The same issues listed for the Dean's determination in Step 1 will be the basis for the panel's recommendation. The panel can either confirm the original grievance resolution from Graduate School Dean or recommend an alternative. The CGS Chair and Graduate School Dean shall review the recommendations of the panel and promptly thereafter issue a written determination to the grievant. The determination of the appeal will be considered final and binding unless an appeal is filed with the Office of the Provost within 20 days after receiving the final determination of the grievance. If an appeal is filed, the grievance continues with Step 3.

Step 3: Final Appeal to the Office of the Provost

An appeal of the determination in Step 2 is initiated by filing a concise written statement of appeal, identifying the specific grounds for appeal. The statement of appeal should identify grounds upon which the grievant believes that the determination failed to conform to University policy.

The Provost may determine the appeal, or the Provost may delegate to an assistant or associate provost the determination of the appeal. In either event, the determination of the appeal shall be final and binding on the grievant. Normally no more than 45 days should elapse between the filing of the appeal and its determination. The determination of appeal will resolve the issue whether resolution of the grievance did or did not conform to University policy.

ARC Petition

► Policy

Your Petition is a request for the University to make an exception to an academic deadline or policy. Your explanation of your circumstances and the verifiable documents you provide are the primary basis that the committee will use to approve or deny your petition. Form must be returned to the Registrar's Office.

Registrar forms, including the ARC form, may be found here:

<https://www.pacific.edu/about-pacific/administrationoffices/office-of-the-registrar/forms.html>

► Procedures

Deadline

The Academic Regulations Committee convenes on Tuesdays. Petitions that are complete by the Thursday prior to the Tuesday meeting will be reviewed.

Instructions

On the petition form, explain the circumstances for your request and what impact they had on your ability to meet the stated deadline or policy. Petitions are **ONLY** considered in the case of extraordinary circumstances. Common examples include a serious illness, a death in the family, a medical emergency, or a university error that either affected your attendance and completion of a class(es) or precluded your ability to meet an academic deadline.

Note: Simply forgetting or not knowing a deadline or policy are not considered extraordinary circumstances.

Supporting Documentation

It is your responsibility to provide documentation that corroborates your statement.

- If a **health** problem is the reason for your difficulty, a written statement on letterhead from the attending physician or from the Pacific Wellness Center/Counseling Services must accompany the petition and include dates and nature of your illness and why it affected your ability to function academically.
- If you are citing **work** schedule conflicts or other circumstances beyond your control, documentation from your employer on letterhead is required.
- **Non-Medical Documentation:** May include instructor statement – indicating non-attendance (if applicable) or attendance in class, copies of prior correspondence (emails, letters, etc.), police reports, death certificate, court records, etc.
- If you are requesting **drop or withdrawal** past the published deadline, an instructor's statement must accompany the petition for EACH enrolled course.
- If you are requesting **retroactive registration** after the last day to add, an instructor's statement must accompany the petition for each course.

Each petition must include your personal statement and signature, advisor statement and signature, and a statement from each instructor (as applicable).

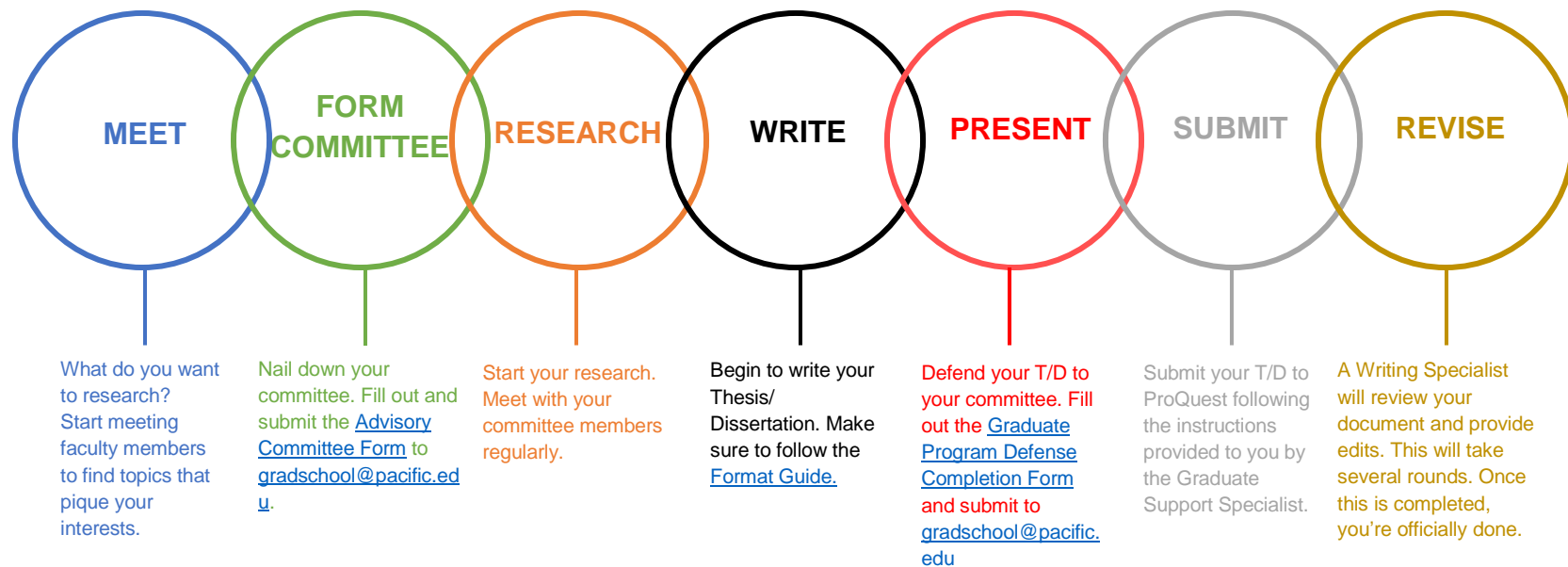
Thesis/Dissertation Process

► Graduate School Policy

The Graduate School makes available to faculty and graduate degree candidates' instructions for the preparation of theses and dissertations. The instructions are to be applied to all theses and dissertations submitted at University of the Pacific. Theses and dissertations must be submitted by the deadline dates published in the Academic Calendar.

Graduate programs have specific courses that must be taken for work on a thesis or dissertation. These courses are numbered 299 (Master's Thesis) and 399 (Dissertation) and are graded on a Pass/No Credit basis.

► Process



Important Policies

► Academic Standing

All graduate students are expected to make satisfactory progress toward the academic degree for which they were admitted. Unless otherwise approved, graduate students are required to maintain a cumulative minimum grade point average (GPA) of 3.0 to remain in good standing. Students enrolled in the Master of Physician Assistant Studies program should refer to the program's policies for academic standing. For all other students, academic standing is determined at the end of each term (or after completion of six units during the summer) to be one of the following:

- good standing
- probation
- dismissal

Probation

Any graduate student who has completed six (6) or more course units of study and has a Pacific cumulative GPA below 3.0 is placed on academic probation. A student must achieve a cumulative 3.0 GPA (or higher GPA if required by the program) within completion of the next nine (9) units to be removed from probation. The courses included in the 9 units must be approved by the program faculty for degree-seeking students.

A student who is removed from probation is not eligible for placement on probation a second time.

Dismissal

Students on academic probation who fail to raise their Pacific cumulative grade point average to 3.0 at the end of the probationary period (9 units) will be dismissed from their graduate program.

A dismissed student may appeal for reconsideration and possible reinstatement on probation, within the same school. Students who wish to appeal must follow procedures outlined in each program's policy. If no program-specific procedure is outlined, students must submit a written petition to the Dean of Graduate School. Enrollment eligibility during the appeals process is determined at the program level.

A dismissed student may not enroll in any graduate program for a minimum of 12 consecutive months (waiting period). A student must reapply, meet current requirements for degree-seeking students, and be accepted by the University and the program to enroll for graduate studies following the waiting period. Schools or programs may develop additional procedures or requirements related to re-enrollment following dismissal. Some schools or programs may not permit reinstatement. Please see the appropriate school or program sections of the catalog for specific requirements.

In addition to the academic standing, other academic and non-academic reasons can result in a student's dismissal from a graduate program. Refer to the Honor Code in Tiger Lore, in addition to any program-specific guidelines.

▸ Course Loads

Course load requirements are program-specific. The following are guidelines for non-lockstep programs. Course loads influences financial aid. The following course load categories correspond to financial aid categories.

- Full Time: 8 or more units a semester
- Half Time: 4 to 7 units a semester
- Less than Half Time: 1 to 3 units a semester

Students with teaching or other assistantships should check with their department for specific guidelines concerning unit requirements. Conditionally admitted students are not eligible for assistantships.

▸ Leave of Absence

Students experiencing life changing or catastrophic events are encouraged to request a leave of absence, especially if the Residence and Time Limits policy will be impacted. Consideration for request submitted after the degree time limit has expired will be impacted by evidence of successful continuous progress towards the degree, programmatic changes, and faculty availability. A student who is in good standing may petition for a leave of absence of no more than one academic year and the maximum number of Leave of Absence requests is two. Requests for a leave of absence must be approved in advance by the faculty advisor or Program Director and the Graduate Dean. Once the petition is approved, the registration requirement will be set aside during the period of leave. Leaves will be granted only under conditions that require the suspension of all activities associated with pursuing the degree including use of university facilities and faculty mentoring/advice.

Counting of the time to the completion of the degree ceases when a leave of absence is granted and resumes when the student re-enrolls to continue the program. A student who returns to the University after an approved leave of absence will not be required to submit an application for readmission.

Unapproved Leaves of Absence may result in the student being required to re-apply to their program. International student should visit the International Programs and Services to find out how a Leave of Absence may impact their stay or re-entry into the U.S.

▸ Residence and Time Limits

The period of residence involves students in a total commitment to their graduate program.

Completion of a minimum of one academic year of “residence work”: i.e., the candidate must be registered for at least 4 units per semester for two semesters. Two summer sessions of at least 4 units each are considered the equivalent of one-half year of residence.

Time Limits for Master’s Degrees

The requirements for a Master's degree must be completed within five (5) years subsequent to admission to the program. The five-year period begins the first semester students are enrolled and is calculated from the date of degree conferral. Credit that is more than five years old will not be counted toward a Master's degree. Exceptions, provided the courses were completed at this university, will require strong justification

in writing from the student requesting the exception as well as revalidation plan. Written approval from the department, the Dean of the school/college at which the degree is offered, and the Graduate Dean are required. See revalidation process below.

Time Limits for Terminal Degrees

The requirements for a terminal degree must be completed within ten years subsequent to admission to the terminal degree program. The ten-year period begins with the first semester students are enrolled and is calculated from the date of degree conferral. Students have a maximum of five years to advance to candidacy and a maximum of five years from candidacy to successfully defend the dissertation. Students who exceed the candidacy deadline may request an extension. Candidacy extensions will require strong justification in writing from the student and should be accompanied by a plan of study for timely completion of all requirements for advancing to candidacy. The extension must be approved by the student's advisor, the Program Director, and the Graduate Dean.

Courses taken ten or more years prior to the comprehensive examination (terminal degree programs) or five or more years prior to the final examination (Masters Programs) do not apply towards the graduate degree and must be repeated or revalidated to satisfy the degree requirements.

If revalidation is requested, the faculty advisor or Program Director recommend a revalidation plan. Revalidation will verify that the student's knowledge in a specific subject area is current and documented. Options for course revalidation include a written examination, a 3-5 page essay, a project, a course retake, or other equally rigorous academic means appropriate to the discipline to determine the student learning outcomes have been met.

Revalidation request should be submitted on the Revalidation Request Form and accompanied by a written justification, revalidation plan, and documentation used for revalidation. All revalidation request and plans must be approved by the student's advisor or Program Director, the School/College Dean, and the Graduate Dean. The student's advisor/Program Director and College Dean are responsible for determining whether the student demonstrated sufficient course knowledge necessary for successful course revalidation. Successfully revalidated courses may be included in the student's plan of study. Failure to follow all designated requirements of the revalidation agreement may result in dismissal from the program. Graduate students will not be permitted to submit more than 12 units of the program's courses for revalidation. Courses beyond the 12-unit limit will need to be retaken. Courses must have been completed at this university to be eligible for revalidation.

Individual programs may have additional residency and time limit requirements.

► Withdrawal from a Term or the University

Students who intend to completely withdraw from a term or from the university have to initiate the process in the Office of the Registrar. The withdrawal date used by Financial Aid for Return in the return of Title IV Aid calculation and the effective date used by Student Accounts for tuition refunds are based on the date of your notification to the Office of the Registrar. If a student intends to withdraw from a semester after the last day to withdraw, it must be approved by the Academic Regulations Committee. Courses the student was registered for after the last day to drop appear on that student's transcript with the notation "W" but do not count in the units earned or in the calculation of the grade point average. If a student only withdraws from a semester, he/she has one more semester to keep his/her continuing active status. If the student has completely withdrawn from the University, he/she must submit a new application for admission and file a

request for Petition for Reinstatement Form (with a \$50 fee) available on the Office of the Registrar web site. The deadline is August 1st for Fall admission or December 1st for Spring admissions.

An official withdrawal from the University is the termination of rights and privileges offered to currently enrolled students, which include, but are not limited to, early registration.

► Continuous Registration

All graduate students in graduate degree or credential programs must satisfy the Continuous Registration Policy of their respective programs from admission until all degree requirements are met or their status as a degree- or credential-seeking student is terminated. This includes students who are completing preliminary or final examinations or presenting terminal projects. If degree or credential requirements are completed between terms, the student must have been registered during the preceding term.

Continuous registration is intended for students who have completed all required coursework. The Continuous Registration Policy can be met by registering for [GRAD 200](#) (for Master's Level) or GRAD 300 (for doctoral candidates) (through [Inside Pacific](#)) at least one semester per academic year (Fall or Spring).

There is no limit to the number of times a student can register for [GRAD 200](#); however, Pacific's Residency and Time Limit policies must be met.

Students enrolled in [GRAD 200/300](#) may utilize library facilities, but are not entitled to:

- the use of other University facilities,
- receive a fellowship, assistantship, or financial aid, or
- take course work of any kind at the University of the Pacific.

Students should also be aware that registration in [GRAD 200/300](#) may cause existing student loans to come due.

Some programs may require courses other than [GRAD 200/300](#) to meet continuous registration requirements. Please consult individual program pages for additional information.

Failure to Meet Continuous Registration Requirements

A graduate student who fails to meet the continuous registration requirements will be inactivated. Students in good academic standing who were inactivated may petition for readmission to the program by submitting a \$50 reinstatement fee and the Application to Request Reinstatement to the Graduate School prior to the first day of classes.

After 12 months or more in inactive status, students who wish to re-enter a program must complete a new application with the appropriate fees and documentation. A decision to readmit a former student must include a statement by the admitting degree program what previously taken courses can be applied to the new program of study.

► Thesis/Dissertations

The Graduate School makes available to faculty and graduate degree candidates' instructions for the preparation of theses and dissertations. The instructions are to be applied to all theses and dissertations submitted at University of the Pacific. Theses and dissertations must be submitted by the deadline dates published in the Academic Calendar.

Graduate programs have specific courses that must be taken for work on a thesis or dissertation. These courses are numbered 299 (Master's Thesis) and 399 (Dissertation) and are graded on a Pass/No Credit basis.

Committee

This section outlines the general requirements for thesis or dissertation committees. Units and colleges may adopt additional program-specific criteria and guidelines.

Thesis or dissertation chair: Faculty must hold a degree equivalent to the degree being sought and have demonstrated expertise to serve as a thesis or dissertation chair. Faculty members without supervisory experience must serve for at least one year as a co-chair with an experienced advisor before they may be recommended to independently supervise thesis or dissertation research. Exceptions to this policy must be approved by the college or school Dean and the Graduate Dean.

Thesis or dissertation committee: The Thesis or Dissertation Committee is composed of a Chair and a minimum of 1 (thesis) or 2 (dissertation) other committee members. The number of committee members depends on the degree objective. All members of the committee must hold degrees equivalent to the degree being sought or have demonstrated expertise. The committee member(s) may be selected from within the student's school or college, from another school or college, or from another institution or organization with recognized expertise in the field or industry.

It is recommended that the committee be formed after a student selects a chair for their research and the faculty member agrees to chair. The student, in consultation with the chair, is responsible for contacting potential members of the committee, inviting members to serve, and completing the Masters' Thesis Committee form or the Doctoral Dissertation Committee form. Upon the approval of thesis or dissertation advisor, department chair, and college or school dean, the form will be forwarded to the Graduate School. Committee members from outside the University of the Pacific must be approved by the Graduate Dean.

The responsibilities of the thesis or dissertation committee members are:

1. Providing the student with guidance in their thesis or dissertation research,
2. Monitoring the student's research progress of their thesis or dissertation research, and
3. Approving the content of the final thesis or dissertation.

In order to fulfill the above responsibilities, the committee should hold at least one meeting each semester.