

2011 Showcase in Excellence Award Recipient

University of Phoenix-Central Administration “Student Appeals Center”



University
of Phoenix®

Organization Information:

Highest Ranking Official:
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Type of work:

University of Phoenix (UOPX) is constantly innovating to help students balance education and life in a rapidly changing world. Challenging courses and interactive learning can help students pursue personal and career aspirations without putting their lives on hold. University of Phoenix offers associate, bachelor's, master's, and doctoral degree programs from campuses and learning centers across the U.S. as well as online throughout the world.

Workforce:

Staff: 14,000 (approx.)
Cadre of faculty: 30,000 (approx.)

Testimonial of Value of the Arizona Performance Excellence Award Program

“At University of Phoenix, we are committed to academic innovation, performance excellence and quality. We embed continuous improvement systematically in our strategy in order to deliver on our mission: *To provide access to higher education opportunities that enable students to develop the knowledge and skills necessary to achieve their professional goals, improve the productivity of their organizations and provide leadership and service to their communities.* By utilizing the Baldrige Performance Excellence criteria through the Arizona Quality Alliance, we are provided with valuable feedback and process improvement opportunities.”

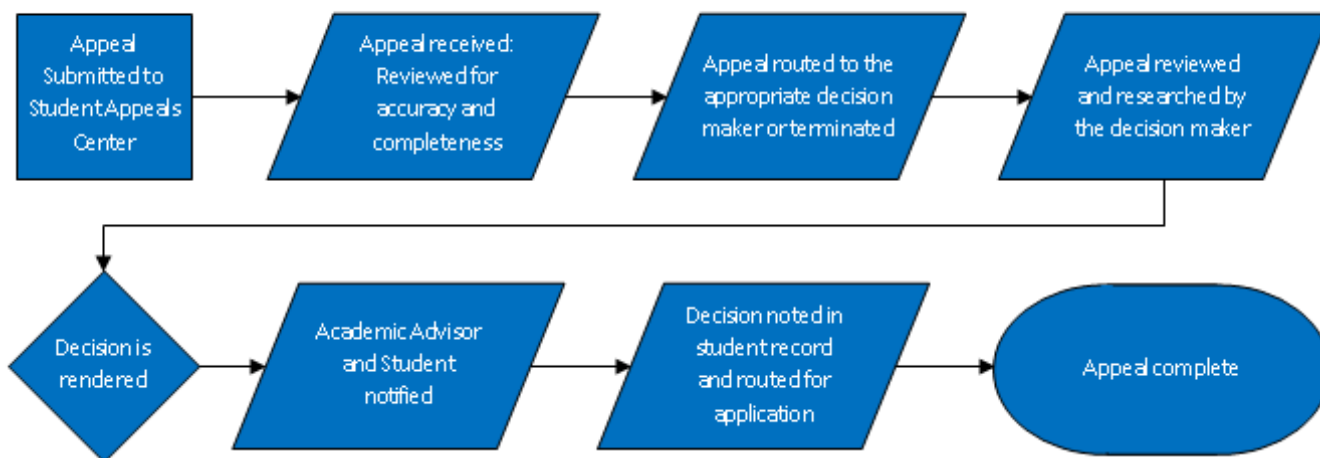
- Dr. Alan Drimmer, Provost & Executive Vice President,
University of Phoenix

Highlights of the Student Appeals Center

The University of Phoenix (UOPX) Student Appeals Center (SAC) is where students can request an exception to University policy related to their programs. As depicted in the figure on the next page, the appeals process is initiated through the student's campus. This stage allows the campus personnel to assist the student in investigating various alternatives to resolving the student request and, if necessary, to assist the student in assembling and submitting the SAC packet for submission to the Center. The SAC administrator is responsible for the review of the student's exception request and for determining the appropriate role to which the SAC packet is assigned. The process relates to suppliers and partners when the appeal packet (input) is submitted by the UOPX Campus (supplier/partner) and then to participants when it is assigned to an Office of Dispute Management decision maker (participant) based on the content of the request. The SAC Chairperson reviews the packet against general academic policy exceptions

while the appropriate UOPX College Dean reviews the packet against program specific policy exceptions. Once an appeal has been reviewed and a decision (output) has been rendered by the appropriate person, the decision is recorded in the student’s official records; if the appeal is approved, the appropriate exceptions are applied to the student’s record, and the student and campus representative are notified that a decision has been rendered.

Student Appeals Center (SAC) Process



Feedback points are inherent through the entire appeal process from the time the appeal is submitted through the time the appeal is completed. Feedback comes through formal and informal mechanisms such as email, telephone, instant messenger, and especially during the SAC trainings conducted throughout the UOPX campuses in which 30 minutes of each training is dedicated to feedback.

Contributions to Student Value and Organizational Success

With UOPX’s open enrollment and target niche for non-traditional students, UOPX students come to UOPX with varying degrees of experience in higher education, and/or professional experience and training. Frequently, this leads students to believe that alternatives should be available to them to complete their degree programs more quickly. Customer (student) value is achieved by the fact the

SAC process is a deliberate and systematic process that ensures every student has the opportunity to appeal for an exception to policy with appropriate supporting documentation provided by the student. This process ensures consistent application of policy and accurate documentation of exceptions, aiding in retention of students, and supporting the academic integrity of UOPX, which is key to UOPX achieving Vision, Mission, & Values.

SAC Process Alignment To AQA Core Values

Management by Fact – Create consistency in the application of UOPX-wide policy exceptions.

Agility – SAC is able to efficiently and effectively adapt to academic policies which ensures that changes, revisions, and updates to policies can immediately and accurately be applied to students.

Customer Driven Excellence – The development and refinement of the SAC Process gives UOPX students an opportunity to request exceptions to existing UOPX policy. In other words, this gives UOPX students an additional customer avenue by having the opportunity to file a SAC appeal to request an exception to existing policy based on their unique circumstances.