Common FAQ During Finals Week

We are approaching the end of the semester, and with that, final examinations. We in Case Management fully understand that finals can be a particularly trying and stressful time for both students and faculty on campus. We have compiled a list of common questions and concerns that arise during this time in order to better help you access our services.

Please note this document is for Kreiger and Whiting Undergraduate students.

1. If a student/advisee is considering taking a Medical Leave of Absence (MLoA) for the current semester:

Students must meet with us before, or on, the last day of classes for the semester (before reading days). The best way to get prompt attention during this time is to attend our walk-in hours from 9am to 4pm. In addition, information about the MLoA process can be found here.

2. What are walk in hours?

Beginning the last week of classes, Case Management switches to primarily walk in appointments. During these times appointments are first come, first serve. The benefit is that there is no commitment to attend at a specific time, students may come anytime during 9am to 4pm starting 5/8 until 5/16. Please note on Friday, 5/10 walk-ins are until 3pm. At times, there may be a small wait if many students show up at a similar time. Appointments are held at our offices in Mattin 210.

3. If a student/advisee is too sick, too injured, or otherwise unable to take their final exam as presently scheduled:

Please note that we in Case Management, as well the Dean of Student Life Office, do not provide illness notes or illness confirmations for students. If you a student is sick, please encourage them to seek out care at the Student Health & Wellness Center or at a local hospital. The student should also email their professors directly to discuss the possibility of a make-up exam. Illness notes can only come from medical care providers, of which, we are not. You may read more about our illness note policy here.
4. **If a student/advisee is currently, or was in too much distress to attend their exam or stay for the duration of the exam:**

Finals can be a particularly stressful time for students and as such, distress levels can drastically increase. In the event that a student or advisee reports that they are or were too distressed to attend an exam or complete an exam/paper, encourage them to seek care. They can do so at the Counseling Center Emergency service. They too should email their professor to begin discussing a solution.

We understand that faculty have various departmental and course specific procedures as they relate to student attendance and the provision of make-up exams. As such, we do not want to infringe on your authority and rather, defer to you to work with students to determine the best possible course of action.

5. **If a student missed an exam, or turned in a paper late due to writing down the wrong time or other scheduling errors:**

Faculty often have various departmental and course specific procedures as they relate to student attendance and the provision of make-up exams. As such, we do not want to infringe on your authority and rather, defer to you to work with students to determine the best possible course of action. With this in mind, encourage your students and advisees to email faculty members directly to begin a conversation about how best to proceed.

6. **If students indicate a desire for incompletes due to difficulty with finishing assignments and work by the end of the semester:**

As previously stated, faculty often have various departmental and course specific procedures as they relate to student attendance and the provision of make-up exams. In addition, we lack the authority, as well as the expertise in determining the best course of action as it relates to coursework incompletes. Therefore faculty members are the experts in their syllabi. Case Management would defer to faculty to handle the primarily academic issue of providing incompletes.

7. **As a faculty member, I support an incomplete but do not know how to enter it or what the rules are.**

It is up to the discretion of an individual instructor whether they will grant a student an Incomplete. When entered, the instructor needs to submit an I/_ letter grade (e.g., I/C). The letter grade should be the grade the student has earned at that
point and if the student does nothing more to complete the course. The instructor should feel confident that the student deserves to earn no less than the letter grade submitted with the Incomplete.

When an Incomplete is entered, the deadline to finish the work is third week into the next full-term; however, the instructor can make the deadline earlier if they so chooses. The parameters of the Incomplete should be discussed so that the student is fully aware of the instructor’s expectations (i.e. work to complete, deadline, etc.). If the instructor does not submit a grade change to the Registrar, the Incomplete will convert to the letter grade originally entered with the Incomplete (e.g., I/C) after the end of the third week of the next full-term.

8. **For any other grade disputes:**

In the same vein as many of the topics covered in this list, grade disputes are primarily an academic issue, and as such, you the faculty and advisors are in fact the best points of contact to resolve these issues with students.

For Kreiger students, walk in appointments are availability daily from 11am-3pm or schedule with your advisor.

For Whiting students, please call for an appointment.