

**EVERYTHING YOU (N)EVER WANTED
TO KNOW ABOUT**

**THE TRANSFER
CREDIT PROCESS
2011 EDITION**

**University of North Carolina Greensboro
International Programs Center**

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THE TRANSFER CREDIT PROCESS

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The Big Picture↑

First, I think a pep-talk is in order.

While the transfer credit process is not always fun, it is a critical piece of a student's study abroad experience. When you are finished with the process for each semester's returning study abroad students, you can feel good to know that you have helped each student receive the credit he or she deserves/desires from his or her time away. And although the students may not always express their appreciation, we know how thankful they are. Heck, they wouldn't get credit for their classes abroad if it weren't for us.

This process is important for another reason as well. Part of completing one's transfer credit requires meeting one-on-one with you. This may be the only opportunity we at IPC have to sit down and meet with returning students to hear about their experience, learn first-hand about the school/program they went on, and check in with them regarding how they are doing now that they have returned. Studying abroad can have a very transformational effect on a person, and sometimes students need help processing all that they have experienced and how they have changed. We'll talk more about this later, but for now just know that this is as important to us as getting students' credits transferred in correctly.

Lastly, I found it helpful to keep in mind that, although there are many rules and processes to remember, each student is an individual with his/her own situation. Therefore, flexibility is the key. We look to previous students' records as guidelines, but nothing is completely cut and dry. Trying to make every instance fit the rules, caused me much frustration, and I was much happier once I realized that sometimes things are not able to fit into neat boxes. Hope this advice saves you some aggravation.

So what is involved in this transfer credit process anyway?

The transfer credit process begins while students are still at their host schools and can take up to six months or more to complete. Ideally, all transcripts will be scanned in to the University Registrar by the financial aid deadline (**July 31**). This takes some persistence on your part, but it is definitely doable.

The rest of this manual will step through this process in detail. My hope is this information will help ease some of the inevitable headaches that come with this job.

P.S. It also is a lot of fun. You get to 'visit' all sorts of wonderful places through listening to students' stories and see all the fantastic ways they have grown since you've seen them last. Meeting with returning students was one of my favorite parts of the job.

Preparing for a New Group of Returnees

About six weeks before the end of the semester, it's a good idea to start the process for students who will be returning from their study abroad experience in the coming semester. This involves two processes: notifying the students about verification/evaluation forms and last minute reminders (which will be talked about in the next section), as well as the administrative tasks of preparing the binders and spreadsheets (which is detailed below).

1. First, you will need to know who will be coming home and **create a tracking spreadsheet** where you will record the dates when you receive transcripts, scan transcripts to the University Registrar's, meet with students, etc. You can do this by following the directions below:
 - a. Run a query from the particular term in StudioAbroad. First Name, Last Name, ID number, Host Country, Host School, Outgoing Year, Exchange Period, Level on Exchange, Major, and UNCG Email for students who are on an exchange program should be included in this query. You will need to limit your query to the students who will be returning, i.e., if it is currently fall semester, then you will be looking for S2 and FY students from the previous year; if it is currently spring semester then you will want S1 students from the current year.
 - b. Export this query or copy and paste the information into an excel spreadsheet and save as 'Transfer Credit Checklist (semester and year they were away)'. For example, *N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\Transfer Credit Checklists\Transfer Credit Checklist Fall 200809*
 - c. Keep in mind, that every semester we have students who become exceptions to the rule:
 - i. There are **students who extend or participate in two consecutive exchanges**. We usually hold off on the transfer credit process until after they return, so I usually code these students a special way in the spreadsheet so that I know I will likely receive transcripts but will hold them until they return.
 - ii. There are **students who have returned from extending or participating in two consecutive exchanges**. I usually code these students a different way, so I know to be prepared to discuss/process two transcripts (possibly from different schools) with them once they return.

You may need to remind yourself to make sure you have included these students. I usually talk with Tom and make sure I am aware of any extensions or unusual situations before moving on to the labels, etc.

- d. Add the following columns to this spreadsheet: Transcript Scanned (Date), # of Hours Dropped, Term, Host School, Registrar, Dept. Memo(s) scanned (date), Issues, Enrollment Form, Transcript, Transcript Issues, Copy Sent, Meeting,

Memo, UNGC email, phone. Please see *N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\Transfer Credit Checklists\Fall and Spring 200809* as an example. The 'Issues' column is for you to track important information about students, such as: they are trying to graduate, they are short credits, they are transferring schools, etc.

2. Next you will need to **prepare the binder** for returning students so that you will have a place to keep forms as they start to come in.
 - a. For each student, begin a Transfer Articulation memo. This means you will need to write his/her name, student ID, and major on the form. You will also need to indicate the period and year in which he/she studied and the school he or she studied at along the top of the form. (In the past, I have written notes about students, like 'extended', 'S1 in Monterrey', 'next semester in Mannheim', etc. in pencil here too.)
 - b. You will also need to pull their Transfer Credit forms from their files
 - c. Put each Transfer Articulation memo with the corresponding Transfer Credit forms in a sleeve and in the binder in alphabetical order.
 - d. You should also include a Student contact sheet to document times that you communicate with the student or university, etc. This helps and saves time so that you don't have to search through old emails to get details.

Host Institution Enrollment Forms and Reminders

About six weeks before the end of the semester it is time to start preparing students for their return to UNCG. In the previous sections, we discussed the administrative things that the transfer credit advisor should be doing to prepare for the students' return. This section discusses the communication and forms that should be sent to students as they make their preparations to wrap up their semester abroad.

1. **Send the Important Information about your Return Email** to returning students This email spells out what students need to do in order to wrap up their studies abroad and return to UNCG. It also includes instructions for completing a **Host Institution Enrollment Form** which must be received before the end of July or students may not be awarded financial aid for the coming semester.
 - a. Copy and paste the email columns from your Transfer Credit Checklist into the 'bcc:' field of a new email in e-spartan. (I usually use both the permanent and UNCG email for students if they are available as it is very important students receive this email.)
 - b. Open up the Important Information about your Return Email document (*N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\Emails\Important Information about your Return Email.doc*). Make any appropriate changes to the text such as dates, etc., and copy and paste this information into the body of the email.
 - c. **Attach the Host Institution Enrollment Form** (*N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\Forms and Memos\Host Institution Enrollment Form.doc*) to the email and send.
2. As you **receive students' Enrollment Forms**, record the date received in the 'Enrollment Form' column of the Transfer Credit Checklist. Place the forms (facing out) in the back of each of the students' sleeves in the binder.
3. Two to three weeks before the deadline, **send out a reminder email** to all students for whom you have not received Enrollment Forms. An example of a reminder email can be found at *N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\Emails\Enrollment Form Reminder Email.doc*.
4. A couple of weeks before the beginning of the semester you will also need to send out the **Welcome Back Email**. This email changes slightly depending on the semester when the student is coming back, but should include information about transfer credit and reentry, and may include a call for volunteers for the incoming orientation. You may also want to include dates of reentry workshops, so you may need to plan this before sending this email. You will find a couple of examples of Welcome Back Emails in *R:\IPC Jan05\exchange\OUT Transfer Credit\Emails* folder. The most current email that I have used is titled Hello and Welcome Back Email. The Welcome Home Email may also be helpful as it includes a paragraph about volunteering for orientation. As this email is from you, please feel free to make any necessary changes, stylistic or otherwise. Follow the instructions above (1. a.) for sending out the email to all returning students.

Receiving Transcripts and Notifying Students

As transcripts begin to come in, I have found it easiest to notify students and send them an email stating so as soon as possible. If you receive them very early in the summer you may want to hold out until closer to when school starts, but if you are available for transfer credit appointments during the summer, I have found that getting some students started early just eases the amount of work that needs to be done before the deadline. Here's how it is done:

1. As you **receive transcripts**, you will need to make one copy for each student (front back if the transcript has information on the back) and record the date of receipt in the 'Transcript' column of the Transfer Credit Checklist. (You may need more copies in the future to include with departmental memos, but I do not make copies until I know they are necessary so that we eliminate paper waste). Keep in mind that most European transcripts use a different paper size than we do in the U.S. Therefore you'll need to copy at 93% in order to ensure that all information is included.
2. **Place copy and original** in the student's folder of the correct semester binder.
3. Finally, I have found it useful to **email students** to let them know that we have received their transcript. We used to mail a hard copy of the transcript out, but found that many students never receive them, so in an attempt to save money and paper, we will give the student the original transcript in the Transfer Credit Appointment. (A copy always stays in noliweb and we do not have a use for the original. The student is then able to do with the original what they like.) You will find the email I usually send at *R:\IPC Jan05\exchange\OUT Transfer Credit\Emails\Transcript is in!.doc*. Feel free to make any changes to individual student's emails as necessary. For example, if you receive a transcript showing insufficient credit for the student to remain in good standing, you would want to make sure to inform the student of this as well as strongly suggest that they set up an appointment with you as soon as possible. (We'll talk more about this in Part 9.)

An important note to keep in mind: Before sending out any emails, you should make sure that your calendar is set up with the times you are available for Transfer Credit Appointments. You should also notify the Office Manager and Program Coordinator with the days of the week/times you are available so that everyone is in the loop.

Interpreting Transcripts: Country by Country Guide

Before reading any further, the first thing that you must understand is that **none of these guidelines are written in stone**. Each school/student/situation requires a little bit of flexibility. Usually we base our decisions on precedent unless we have been made aware of a new change or a new way to think about things. In the country sections below, I will do my best to explain past decisions, exceptions to be aware of, etc.

Students must receive the equivalent of a C or better in order to receive transfer credit. Should a student receive a grade lower than the equivalent of a C (and you are new to this), please consult with Penelope. More information about students who receive insufficient credit can be found in a separate section later in this manual.

Some host transcripts are more difficult to interpret than others. If you receive a transcript that does not provide a clear interpretation of credits per class, use the number of hours spent in formal study as a way to designate UNCG credit. Please refer to the guideline below.

Guide to UNCG Credit Hours

<u>UNCG Credits</u>	<u>Hours of Formal Study</u>
3	45
4	60
*	
6	90

*Please keep in mind that there is some lead way between 4 and 6 credit hours. For instance, if a student comes back with 70-80 hours per class, consider designating 5 UNCG credits. If this is the case, make sure to consult with Denise.

Also, keep in mind that all of Europe is currently under a large-scale educational system reform in order to standardize things and make transferring credentials from country to country. This means things will continue to change as everything gets smoothed out. As of 2010, the reform is still taking place.

ECTS

There is a standardized credit system used throughout Europe called the **European Credit Transfer System (ECTS)**. As great as this system may sound, there are a few drawbacks. For instance, the credits designated for each country/school seem a little arbitrary. Therefore **we use this system as a rule of thumb, but have to make adjustments occasionally** based on the number of hours the student actually spends in class. (France is a good example to keep in mind).

Generally speaking, we divide the number of ECTS credits by two and round up to get a whole number. (e.g. 5-6 ECTS=3 UNCG, 7-8 ECTS=4 UNCG, 9-10 ECTS=5 UNCG credit hours). However, this becomes a bit tricky when courses abroad are given 3-4 ECTS credits as is often the case in

Estonia, France, and Germany. Sometimes, we give these classes 3 UNCG credits, and sometimes they are combined together with a similar low credit class to make one UNCG class worth 3-4 UNCG credits. These classes are evaluated on a case-by-case basis.

A full-time load is usually considered 30 ECTS credits abroad, however, on our end we are more concerned if they are taking a minimum of 24 ECTS credits (which should equate to at least 12 UNCG credit hours).

Grading Scale:

<u>ECTS Grade</u>	<u>U.S. Equivalent</u>
A—Excellent	A
B—Very good	B+
C—Good	B
D—Satisfactory	C
E—Sufficient	C
FX—More work required	F
F—Fail	F

Please note: The Grading Scales listed in the country sections below are all based on information from WES's grading guidelines unless otherwise indicated.

ARGENTINA

Academic Calendar:

Fall: August to December (S2)
Spring: March to July (S1)

Academic Notes:

Students usually take 4-6 classes per semester worth 3 credits each (on occasion you will see a 4 credit class). Argentinean transcripts are pretty self-explanatory. It appears that credits are designated in the same way they are at UNCG (based on the number of hours a week a student is in class), thus the number of Argentinean credits should equal the number of UNCG credits we designate in most cases. Students may take Intensive Spanish speaking courses that are usually double the number of hours given for regular classes and are awarded 6-8 credit hours.

Grading Scale:

<u>Argentina Grade</u>	<u>U.S. Equivalent</u>
10—Sobresaliente (outstanding)	A
8-9—Distinguido (distinguished)	A
6-7—Bueno (good)	B
4-5—Aprobado (pass)	C
0-3—Insuficiente (insufficient/fail)	F

AUSTRALIA

Academic Calendar:

Fall: July to November (S2)
Spring: February to June (S1)

Academic Notes:

Students usually take 4 classes per semester worth 4 UNCG credits each. Historically, we gave 3 credits per class in Australia, but based on changes to the credits designated to UK we made the decision to increase credits given beginning for students who studied abroad Fall 2005.

Please see University Notes section below for any specific university rules or exceptions.

Grading Scale:

<u>Australia Grade</u>	<u>U.S. Equivalent</u>
High Distinction	A+
Distinction	A
Credit	B
Pass	C
Conceded, Conditional	D

or Compensatory Pass
Failure

F

University Notes:

Australian Catholic University—

Full time is 4 classes worth 10 ACU credits each for a total of 40 credits per semester. This equates to 4 UNCG credits per class or a total of 16 credits per semester.

Ballarat University—

Full time is 4 classes worth 15 Ballarat credits each for a total of 60 credits per semester. This equates to 4 UNCG credits per class or a total of 16 credits per semester.

U of Canberra—

Full time is usually 3-4 classes worth approximately 12 U of Canberra credits per semester. This equates to 4-5 UNCG credits per class for a total of 12-16 credits per semester. Students can enroll in any subject on campus as long as prerequisites have been met.

Deakin University—

Full time is 3-4 classes worth 1-2 Deakin credits each for a total of 4 credits per semester. One Deakin credit equals 4 UNCG credits for a total of 16 credits per semester. Deakin has a different grading system which is listed on the back of the transcript.

Edith Cowan University—

Full time is 4 classes worth 15 ECU credits each for a total of 60 credits per semester. This equates to 4 UNCG credits per class or a total of 16 credits per semester.

James Cook University—

Full time is 4 classes worth 3 JCU credits each for a total of 12 credits per semester. This equates to 4 UNCG credits per class or a total of 16 credits per semester.

Macquarie University—

Full time is 3-4 classes usually worth 3-4 Macquarie credits each for a total of 9-12 credits per semester or 12-16 UNCG credits per semester.

Royal Melbourne Institute of Technology (RMIT)—

Full time is 4 classes worth 12 RMIT credits each for a total of 48 credits per semester. This equates to 4 UNCG credits per class or a total of 16 credits per semester.

University of Southern Queensland—

Full time is usually 4 classes worth 1 USQ credit each for a total of 4 credits per semester. One USQ credit equals 4 UNCG credits for a total of 16 credits per semester.

USQ-living on campus is the way to go. Dorms are called colleges- college sponsored events (dorm events). Own room, shared bathroom. Cafeteria food, not great selection but quality food (breakfast was weird). Prices similar to US.

AUSTRIA

Academic Calendar:

Fall: October to February

Spring: March to July

Academic Notes:

In Austria, like in Germany, students receive individual *Scheine* for each course they take. Please make copies of these *Scheine*, preferably two per page (at 93%), show them to Penelope, and have her verify that she has seen the originals on the Transfer Articulation memo for the Registrar's Office. These *Scheine* should be returned to the students once their transfer credit has been completed as they will need these original *Scheine* if they ever wish to study in Austria/Germany again.

Each *Scheine* from the University of Klagenfurt usually lists the name of the course, the type of course, the grade the student received, as well as either the hours per week or ECTS credit designation. Please refer to the ECTS heading at the beginning of this section for further information.

Keep in mind that we have found that often the ECTS credit designation for Austria and Germany has been rather low in relation to other European countries. Therefore, we have been more flexible with designating UNCG credits and tend to base our decisions with more weight put on the number of hours a student spends in formal study than on the ECTS credits given.

Scheine from the Kaerntner Music Conservatory often do not include credit information, thus these students will need to take a memo to Dianna Carter, undergraduate advisor in the School of Music, in order to determine the number of UNCG credits that will be designated for each course abroad.

Grading Scale:

<u>Austria Grade</u>	<u>U.S. Equivalent</u>
Sehr Gut (very good)	A
Gut (good)	A
Befriedigend (satisfactory)	B
Genügend (sufficient)	C
Nicht Genügend (insufficient)	F

BOTSWANA

Academic Calendar:

Fall: September to December
Spring: January to May

Academic Notes:

A regular course load at University of Botswana is 15 sh or 5 courses. Class credit is designated by the number of hours spent in class, and thus should be given UNCG credit. (3 sh per course).

Grading Scale:

<u>Botswana Grade</u>	<u>U.S. Equivalent</u>
80-100 (A)	A
80-65 (B+-)	B
65-50 (C+)-(minimum pass grade)	C
Below 50- Fail	

- **BRAZIL**
- Academic Calendar:
 - Fall: August to December (S2)
 - Spring: February to June (S1)
- Academic Notes:
 - Based on the transcripts for the handful of students we have had study in Brazil 72 credits = 4-6 UNCG s.h. and 36 credits=2-3 UNCG s.h. (Keep in mind credits are designated on a case-by-case basis).
- Grading Scale:

Grading scales vary. Please refer to grading scale on transcript.

*Note: We have sometimes had issues with transcripts from Parana. If something comes up, contact Anelise Hoffman, as she is a great advocate for us and has helped us with several transcript issues at Parana. Ask Denise for Anelise's contact details.

CANADA

Academic Calendar:

Fall: September to December
Spring: January to April

Academic Notes:

Past students have taken 4 classes per semester and received 3 UNCG credits per class. Brock University designates classes as follows (according to the back of Brock transcript):

1.50 credits = 9 semester hours
1.00 credits = 6 semester hours

0.50 credits = 3 semester hours
 0.25 credits = 1.5 semester hours

Grading Scale:

Grading scales vary. Please refer to grading scale on transcript. For Brock University the undergraduate grading system is as follows (according to the back of Brock transcript):

<u>Canada Grade</u>	<u>U.S. Equivalent</u>
80-100	A
70-78	B
60-68	C
50-58	D
45 or lower	F

Brock University:

Transcript arrivals: Brock generally sends out transcripts by the beginning of June. The only reason a transcript would be delayed is if a student has an outstanding balance on their student account. Students should be able to go into the system and view their grades on Brock's "self-serve" system; it's just the official transcript that cannot be printed and sent out.

CHILE

ISEP-Pontificia Universidad Catolica de Valparaiso:

Academic Calendar:

Fall: August to December
 Spring: March-Mid July

Academic Notes:

Course credits taken at Valparaiso carry the same weight as those at UNCG. Therefore, a class worth 3 credits taken there will transfer in as 3 credits at UNCG.

UMCE:

Academic Calendar:

Fall: August to December
 Spring: March-Mid July

Academic Notes:

Students enrolled in the English department can choose courses from a set course load. Students typically take 4 courses of the 6 offered. Credit for each course should transfer as follows:

Linguistica Aplicada: 3

British Literature: 3

British Civilization: 3

Enfoques y estrategias metodológicas de especialidad: 3

English grammar: 3

Practica de la especialidad: 2 (students should be aware of the credit hours awarded for this course)

Spanish second language: 4 Due to the varied content and undefined course level, the language course will be awarded 4 credit hours (**confirmed with the Spanish department 12-15-2010**)

Grading Scale:

<u>Scale</u>	<u>Grade Description</u>	<u>US Grade Equivalent</u>
6.7-7	Muy Bueno (Very Good)	A
5.0-5.9	Bueno (good)	B
4.0-4.9	Suficiente (Sufficient)	C
0-3.9	Insuficiente (Insufficient)	F

CHINA

Chinese University of Hong Kong:

Academic Calendar:

Fall: September to December

Spring: January to May

Academic Notes:

CUHK units are based on the number of hours in class and thus, are designated the same number of UNCG credits.

Grading Scale:

CUHK uses an American system of grading.

Beijing Normal University:

Coursework at Beijing Normal consists of an intensive Chinese study program called the Chinese Language & Culture college of BNU. Students take 3 intensive courses and receive 6 sh for each course, for a total of 18 sh per semester.

Occasionally, there are students who are fluent in Chinese and can take regular university courses at BNU. They will receive a transcript with Chinese grades. The grading scale is as follows for classes taken from the regular Chinese course pool.

85-100	5	Excellent	A
75-84	4	Good	B
60-74	3	Average/Fair	C
0-59	2	Fail	F

Transcript Arrival:

Transcripts from BNU for the spring semester students are scheduled to arrive in mid-late August, thus initiating the SAP appeal process for students on financial aid.

DENMARK**Academic Calendar:**

Fall: August to December/January
Spring: January to June

Academic Notes:

Both Aarhus School of Business and Copenhagen Business School use the ECTS system for designating credit. Please refer to the ECTS heading at the beginning of this section for further information. Survival Danish classes often carry very minimal credit; the UNCG credit hours designated for these classes are evaluated on a case-by-case basis.

Grading Scale:

US Grade Equivalency

<u>Denmark Grade</u>	<u>U.S. Equivalent</u>
12	A
10	B+
7	B
4	C+
02	C
00	F

ESTONIA**Academic Calendar:**

Fall: August to December
Spring: February to June

Academic Notes:

Students usually take 4-6 classes per semester in Estonia. Tartu University uses the ECTS system for designating credit. Please refer to the ECTS heading at the beginning of this section for further information.

Estonia is one of our pre-approved GEC program schools, the following courses have already been approved as listed:

Political System and Administration (GSB)	3 credits
Estonian History (GHP)	3
Estonian Literature in Translation (GLT-GN)	3

Estonian Culture (GFA)	3
Ecology and Nature of Estonia (GNS)	3
Economy (GSB)	3

Tartu University also offers a wide range of courses in English which students can take for major/minor/elective credit or apply for GEC credit upon their return.

Grading Scale:

Tartu University uses the ECTS grading structure. Please refer to the ECTS heading at the beginning of this section for further information.

FINLAND

Academic Calendar:

Fall: September to December
Spring: January to May

Academic Notes:

Students usually take 4-6 classes per semester in Finland. The University of Oulu uses the ECTS system for designating credit. Please refer to the ECTS heading at the beginning of this section for further information.

Finland is one of our pre-approved GEC program schools, the following courses have already been approved as listed:

Geo-Politics and Societies in Scandinavia (GSB)	3 credits
Indigenous Cultures of the Polar Region (GN)	3
Arts of Scandinavia (GFA)	3
Finnish and Scandinavian Literature in Translation (GLT-GN)	3
Nordic Nature and Environment (GNS)	3

Oulu also has two other programs that are common for Interior Architecture (IAR) and Human Development Family Studies (HDF) students. For the IAR program, please defer credit designation to Anna Marshall Baker in IARC. For the HDF program, please refer to the Children's Development and Education in Finland brochure or refer students to Jonathan Tudge for credit designation.

Grading Scale:

<u>Finland Grade</u>	<u>U.S. Equivalent</u>
5	A
4	A-/B+
3	B
2	C
1	C
Fail	F

Please note that the University of Oulu recently changed their grading system as listed above. Transcripts prior to 2005 will reflect their previous grading scale.

FRANCE

Academic Calendar:

Fall: September/October to January (except Lyon which is September-December)
 Spring: January/February to May/June

Academic Notes:

Please see individual school information below.

Grading Scale:

<u>France Grade</u>	<u>U.S. Equivalent</u>
16-20—Très Bien (very good)	A+
14-15.9—Bien (good)	A
12-13.9—Assez Bien (quite good)	B
10-11.9—Passable (satisfactory)	C
8-9.9	*
Below 8	F

* May be considered passing in individual subjects.

University Notes:

University of Angers

Students who attend Angers usually take several classes worth minimal credit each. Most students also take part in a pre-semester language program (CUFCO) for credit. On the transcript, courses are listed with the number of hours a week a student spends in formal study. Because of these factors, we very often need to work with the French department advisor to combine several similar classes to make one UNCG class worth 3-4 UNCG credits. These classes are evaluated on a case-by-case basis.

Angers uses the French grading system above. In the past, if a student received an 8 or 9 for one class, but received passing grades for all other classes, we awarded that class credit. Again this is evaluated on a case-by-case basis.

University Jean Moulin-Lyon 3

There are two programs at Lyon. Most students take part in the SELF program which is taught in English with some French language classes. Students usually take 4-6 classes. Lyon uses the ECTS system for designating credit. However, we have seen that the ECTS designation to be a little low for some classes at Lyon. Therefore, we have been more flexible with designating UNCG credits and tend to base our decisions with more weight put on the number of hours a student spends in formal study than on the ECTS credits given.

The second program, DEUF, allows students to enroll in courses with regular French degree-seeking students, and course credit for each of these courses can be all over the board. Be sure to discuss with students in their transfer credit appointment how many hours they spent in class for each course. It could work out that students only

receive one UNCG credit for some courses (2 ECTS) and in this case, course designation will need to be discussed with the department.

Furthermore, it is quite common for students to receive an 8 or 9 in a class which is a borderline grade. As a general rule, if Lyon has given a student credit for a class with one of these grades, then we will as well.

School hooks students up with apt off campus. One student lived in a one-bedroom by himself

University of Rennes

Students who attend Rennes usually take several classes worth minimal credit each. Most students also take part in a pre-semester language program (Cirefe) for credit. On the transcript, courses are listed with the number of hours a week a student spends in formal study. Because of this, we very often work with the French department advisor to combine several similar classes to make one UNCG class worth 3-4 UNCG credits. These classes are evaluated on a case-by-case basis.

Some of Rennes courses are not graded out of 20 points. A grade, if not out of 20 points, will have the total number of points available, for example: 3.54/5. If this is the case, use the following formula:

$$\frac{3.54}{5} = \frac{x}{20}$$

Angers uses the French grading system above. In the past, if a student received an 8 or 9 for one class, but received passing grades for all other classes, we awarded that class credit. Again this is evaluated on a case-by-case basis. Sometimes they do not list grades in the typical French way, they give fractions instead. Just divide it out and make sure the student scored 50% or more to pass.

GERMANY

Academic Calendar:

Fall: October to March

Spring: April to July

*One exception is University of Mannheim which has changed their academic calendar to:

Fall: September to December

Spring: January to May/June

Academic Notes:

Students usually take 4-5 classes per semester in Germany. Most of the German programs also offer a pre-semester language program which many students also take part in for credit.

In Germany, students traditionally receive individual *Scheine* for each course they take. Please make copies of these *Scheine*, preferably two per page (at 93%), show them to

Penelope, and have her verify that she has seen the originals on the Transfer Articulation memo for the Registrar's Office. These *Scheine* should be returned to the students once their transfer credit has been completed as they will need these original *Scheine* if they ever wish to study in Austria/Germany again.

Each *Schein* usually lists the name of the course, the type of course, the grade the student received, as well as either the hours per week or ECTS credit designation. Please refer to the ECTS heading at the beginning of this section for further information.

Keep in mind that we have found that often the ECTS credit designation for Germany has been rather low in relation to other European countries. Therefore, we have been more flexible with designating UNCG credits and tend to base our decisions with more weight put on the number of hours a student spends in formal study than on the ECTS credits given.

Several universities have begun to provide transcripts for their foreign students as well as the *Schein*. If this is the case, the transcript goes to the Registrar's office and the student can keep the *Schein* once we have taken copies of them.

Lastly, the University of Mannheim offers one of our 'preapproved' GEC programs. However, Mannheim often changes the availability of the courses offered as part of this program. Therefore, some of the courses that students take in English there are not actually preapproved. However, students will be advised how to apply for GEC credit upon their return [see Applying for General Education Core Credits (GECs) section]. If students take a course as listed in the brochure, students can feel confident that they will most likely receive GEC credit as designated.

Grading Scale:

<u>Germany Grade</u>	<u>U.S. Equivalent</u>
1.0-1.5—Sehr gut (very good)	A
1.6-2.5—Gut (good)	A
2.6-3.5—Befriedigend (quite good)	B
3.6-4.0—Ausreichend (sufficient)	C
4.1-4.3	*
4.4-6.0—Nicht Ausreichend (insufficient)	F

* May be considered passing in individual subjects, but we have never given credit for these grades unless supplemented by additional work.

Studentenwerk: basically dorm with individual rooms and shared bath and kitchen. About 30 min to school. Called flat but basically a dorm.

Visum-Student network that does activities for international students

Summer academy-not just a language program, bonding with other students, get to know the city, just one class with lots of extracurricular events.

Buddy program-German students

Ghana

Academic Calendar:

Fall:

Spring:

Academic Notes:

Grading Scale:

<u>Ghana Grade</u>	<u>U.S. Equivalent</u>
First Class Honours	A
Second Class Honours, upper division	A-/B+
Second Class Honours, lower division	B
Pass	C

University Notes:

University of Ghana

A full-time course load at U. of Ghana is a minimum of 5 classes per semester. Ghanaian credits are worth 2-4 credits each.

HUNGARY

Academic Calendar:

Fall: September to January

Spring: February to June

Academic Notes:

From the one transcript I have seen, transcripts from Hungary seem pretty intuitive. It appears that credits in Hungary are designated based on the number of hours in class and thus, are designated the same number of UNCG credits.

Grading Scale:

<u>Hungary Grade</u>	<u>U.S. Equivalent</u>
5—Jeles (Excellent)	A
4—Jo (Good)	B
3—Kozepes (Average)	C
2—Elegseges (Pass)	C
1—Elegtelen (Fail)	F

INDIA

Academic Calendar:

Fall: July to November
Spring: December/January to May

Academic Notes:

Grading Scale:

<u>India Grade</u>	<u>U.S. Equivalent</u>
60-100	A
55-59	B+
50-54	B
43-49	C+
35*-42	C
0-34	F

* At selected institutions, a lower grade may be considered passing.

... or by Division

<u>India Grade</u>	<u>U.S. Equivalent</u>
I (First Division)	A
II (Second Division)	B/B+
III (Third Division)	C/C+

University Notes:

University of Hyderabad

Students usually take four classes per semester in the Study in India Program (SIP). Each class is worth 4 UH credits and is traditionally been designated as 4 s.h. credits at UNCG. However, since UH is still a relatively new exchange university, if there are doubts, please consult with Denise and/or Nell.

ISRAEL

Academic Calendar:

Fall: September to December
Spring: February to June

Academic Notes:

Students usually take 4-5 classes per semester worth 3 credits each (although courses can be worth up to 6 credits). Israeli transcripts appear to be self-explanatory. Credits seem to be designated in the same way they are at UNCG (based on the number of hours per week a student is in class), thus the number of Israeli credits should equal the number of UNCG credits we designate in most cases.

Grading Scale:

<u>Israel Grade</u>	<u>U.S. Equivalent</u>
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75-100	A
61-74	B
*50-60	C
0-49	F

* When specified, a lower grade may be considered passing.

ITALY

Academic Calendar:

Fall: September/October to February
Spring: February to June/July

Academic Notes:

As we have not recently had a student return from Italy, I do not have much information about how to designate credits for these students. Transcripts from Milan note American credits, go with those.

Grading Scale:

<u>Italy Grade</u>	<u>U.S. Equivalent</u>
29-30	A
26-28	B
21-25	C
18-20	D

Note: Designating Italian Lang. credit can be tricky, as there is no departmental advisor for Italian language. Students in the past have had to show work and take placement exams.

The University of Carlo Cattaneo

This University uses the ECTS grading system on their transcripts and the ECTS credit system is also listed. Passing grades depend on the ECTS Grades – not the Italian grades!

Sacro Cuore

Sacro Cuore uses both American credit system and the ECTS credit system. Italian courses use the ECTS credit system, while courses taught in English use American. Therefore, grades using the American system will be A-F and ECTS credits will have Italian grades out of 30 points. 18/30 is equal to a C. Anything below an 18 is considered failing.

JAPAN

Academic Calendar:

Fall: August/September to December (or October to March for Nagoya)
Spring: January to May (or April to September for Nagoya)

Academic Notes:

The number of courses students take and the credits these courses receive at UNCG vary from university to university. For this reason, please see University Notes section below for any specific university rules or exceptions.

Grading Scale:

<u>Japan Grade</u>	<u>U.S. Equivalent</u>
80-100	A
70-79	B
60-69	C
0-59	F

University Notes:

Kyoto Sangyo University

Many students take a pretty standard course of study at Nagoya including intensive language classes as well as supplementary Japanese studies and culture classes. In the past, the intensive Japanese classes (worth 13-15 units at Nagoya) have been designated 12 UNCG credits. The supplementary classes are designated between 1-3

ENROLLMENT REQUIREMENTS

Exchange students are required to enroll in a minimum of 8 classes per semester i.e. 4 optional GJP classes and 4 compulsory Japanese language classes. Students with introductory to intermediate Japanese language proficiency will be enrolled in 4 General Japanese language classes as part of the 8 class minimum. Students with advanced Japanese will be enrolled in Japanese language classes based on advice from Japanese language instructors, and may also be considered for enrolment in academic courses taught in Japanese instead of GJP classes. Exchange students are expected to at least be able to read and write Hiragana and Katakana characters by the time they arrive at KSU.

JAPANESE LANGUAGE CLASSES

Exchange students complete a placement test upon arrival and are enrolled in Japanese language classes based on those test results and an interview. For beginner to intermediate students there are four 90 minute classes each week which cover the four macro skills of reading, writing, listening and reading. For more advanced students, classes are based on topical issues such as business communication skills and academic writing, etc.

Nagoya University of Foreign Studies

Many students take a pretty standard course of study at Nagoya including intensive language classes as well as supplementary Japanese studies and culture classes. In the past, the intensive Japanese classes (worth 13-15 units at Nagoya) have been designated 12 UNCG credits. The supplementary classes are designated between 1-3 units at Nagoya. We look at these on a case-by-case basis and might combine two 1

or 2 unit classes together to equate it to a 3 credit class at UNCG. (Please see Ira Knight, Chris Howell, or Michael Harrington's files for good examples).

Issuance of transcript: Nagoya transcripts will generally be available in mid-late August. If students need their transcripts before this time, they must come to the appropriate office (Japanese Language Institute) and make a request ten days in advance of the day it is required.

Students that require an official proof of enrollment (current or past) may receive it, but must make the request in person at the Japanese Language Institute office. Proof of enrollment only states that a student was studying with Nagoya and the length of their course of enrollment (one semester or one academic year).

Certificates of completion are also sent to host universities along with transcripts, but only if students have completed the proper course of study and received proper credit. If students wish to have certificates of completion sent early, they must also make such a request in person ten days in advance.

Nara Women's University

Fewer students go to Nara, and therefore, transcripts need to be evaluated on a case-by-case basis, and we usually defer transfer credit designation to the individual department advisors.

Ritsumeikan

As a newer program of study, students generally take the Intensive Japanese Language Program (IJL) in which UNCG will designate 12 sh of credit for, (Although Ritsumeikan only designates 9). The program consists of 3 classes and class designation will be the following:

Comprehensive Japanese: 6 sh
Japanese Listening and Speaking: 3sh
Japanese Studies: 3sh

Course credit is given based on the number of contact hours a student spends in class per week, not the number of hours Ritsumeikan designates for each course.

If students take courses outside the language program, course credit will also be assigned per contact hours spent in weekly class.

For further information on transfer credit, visit [here](#).

Seinan Gakuin

Course credits are equivalent to the number of hours per week spent in class, similar to the UNCG system. However, credits and hours per week are not equivalent for SG language courses; more hours are spent in class than credits awarded. Previous students have been awarded elective credit equivalent to the SG credits. Since UNCG

does offer Japanese language courses, students can consult with the department head/ instructor. Chiaki Takagi is the Japanese language instructor at the present; students can also consult with the Department Chair, Dr. Andreas Lixl. Make sure you look at the grading on the top of the transcript!

KOREA

Academic Calendar:

Fall: September to December
Spring: February/March to June

Academic Notes:

Yonsei credits are based on the number of hours in class and seem to be designated using the same system as UNCG (3 hours of class work per week for 16 weeks equals 3 credits). Thus, students should receive the same number of credits from UNCG as they do from Yonsei.

Grading Scale:

Yonsei uses an American system of grading.

MEXICO

Academic Calendar:

Fall: August to December
Spring: January/February to May

Academic Notes:

Students usually take 4-6 classes per semester worth 8 ITESM credits each which equals 3 UNCG credits each (although intensive Spanish courses can be worth 16 ITESM or 6 UNCG credits). Many students also come back with elective courses that are deemed 0 ITESM credits. In general, we do not award credit for these courses unless the student requests it, in which we would review on a case by case basis.

Grading Scale:

<u>Mexico Grade</u>	<u>U.S. Equivalent</u>
9-10 90-100—Muy Bien (very good)	A
8 80-89—Bien (good)	B
6-7 60-79*—Regular/Suficiente (average/sufficient)	C
0-5 0-59—Reprobado/No Suficiente (fail/not sufficient)	F

* 7 and 70 are the minimum passing grades at selected universities including ITESM.

* 73 is the minimum passing grade for students in the Bryan School of Business. (consult with Heidi Fischer)

The NETHERLANDS

Academic Calendar:

Fall: August/September to January/February
Spring: January/February to June/July

Academic Notes:

The majority of the universities in the Netherlands use the ECTS system for designating credit. Please refer to the ECTS heading at the beginning of this section for further information.

University Notes:

Universiteit van Amsterdam

U v A credit system is based on the ECTS student workload.

Students usually take 3 courses per semester; each worth 10 U v A workload credits (10 ECTS). Each course equates to 5 credits per class at UNCG and therefore, a total of 15 UNCG s.h. credits.

University of Twente

Twente uses the ECTS system for designating credit.

University College Utrecht (UC)

A normal course load at UC is 4 courses per semester at 4 UC credits each (4 UC credits are equivalent to 7.5 ECTS). Based on the ECTS equivalent, 4 UC credits is equivalent to 4 UNCG credits. Utrecht uses an American system of grading.

Grading Scale:

<u>Netherlands Grade</u>	<u>U.S. Equivalent</u>
8.0-10	A
7.0-7.75	B
6.0-6.75	C
5.0-5.75	*
0-4.75	F

* May be considered passing in individual subjects.

NEW ZEALAND

Academic Calendar:

Fall: July to November (S2)
Spring: February to June (S1)

Academic Notes:

A full time course load at Massey University is 50 credits. Usually students take 4 classes worth 12.5 Massey credits each. This equates to 4 credits per class at UNCG for a total of 16 credits.

Unitec:

Please note, however, that many students who go to Massey to study are music majors. As such, Dianna Carter, undergraduate advisor in the School of Music, evaluates these students transfer credit and equates each music class for fewer credits than we would usually give to students who are taking classes from other departments.

Grading Scale:

<u>New Zealand Grade</u>	<u>U.S. Equivalent</u>
A	A
B	B
C	C
Restricted of Compensation Pass	D
D and E	F

Transcript Arrival:

Massey transcripts for the spring semester should arrive in late July.

NICARAGUA

Academic Calendar:

Fall: August to December
Spring: February to June

Academic Notes:

From the one transcript I have seen, transcripts from Nicaragua seem pretty intuitive. It appears that credits at the Universidad Americana are designated based on the number of hours in class and thus, are given the same number of UNCG credits.

Grading Scale:

<u>Nicaragua Grade</u>	<u>U.S. Equivalent</u>
90-100—Sobresaliente (outstanding)	A
80-89—Muy Bueno (very good)	A
70-79—Bueno (good)	B
60-69—Regular (average)	C
0-59—Reprobado (fail)	F

PERU

Academic Calendar:

Fall: July to November

Spring: March to July

Academic Notes:

From the one transcript I have seen, transcripts from Nicaragua seem pretty intuitive. It appears that credits at the Universidad Americana are designated based on the number of hours in class and thus, are given the same number of UNCG credits.

Grading Scale:

<u>Peru Grade</u>	<u>U.S. Equivalent</u>
15-20—	A
13-14—	B
11-12—	C
0-10—	F

POLAND

Academic Calendar:

Fall: October to February

Spring: February to June

Academic Notes:

Students usually take 4-6 classes per semester in Poland. Wroclaw University uses the ECTS system for designating credit. Please refer to the ECTS heading at the beginning of this section for further information.

Poland is one of our pre-approved GEC program schools, the following courses have already been approved as listed:

Culture and Society in Contemporary Poland (GSB)	3 credits
Evolution of Political Systems in Eastern Europe (GSB)	3
History of Poland(GHP)	3
Polish Literature in Translation (GLT-GN)	3
Arts in Contemporary Poland (GFA)	3
Transition of Central European Countries to Market Economies (GSB)	3

Wroclaw University also offers a wide range of courses in English which students can take for major/minor/elective credit or apply for GEC credit upon their return.

Grading Scale:

<u>Poland Grade</u>	<u>U.S. Equivalent</u>
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5—Bardzo Dobry (very good)	A
4—Dobry (good)	B
3—Dostateczny (satisfactory)	C
2—Niedostateczny (failure)	F

RUSSIA

Academic Calendar:

Fall: September to January
Spring: February to June

Academic Notes:

All students who have attended Kazan thus far have been Russian or Music majors. As such, Kathleen Ahern or Dianna Carter have been responsible for designating UNCG credit for classes taken within their respective departments.

Grading Scale:

<u>Russia Grade</u>	<u>U.S. Equivalent</u>
5—Otlichno (excellent)	A
4—Khorosho (good)	B
3—Udovletvoritel'no (satisfactory)	C
2—Neudovletvoritel'no (failure)	F

Zachet-passed
Nezachet-failed

University Notes:

Kazan State University-

Kazan provides total number of hours of class time for each course which can be used to determine the minimum number of credits a student should receive until departmental memos have been returned. Kazan transcripts are written in Russian with minimal English translation. Please consult Kathleen Ahern if necessary.

Credit system: In the Russian Federation (RF) the study workload is evaluated in academic hours (AH). 1 AH = 45 minutes. 1 RF Unit = 36 academic hours for the semester.

Per previous transcript: Courses that were 48 and 56 AH and 1.3 and 1.6 ECTS respectively came back as 3 UNCG credits each.

SOUTH AFRICA

Academic Calendar:

Fall: July to December (S2)
 Spring: February to June (S1)

Academic Notes:

Transcripts from the University of Cape Town and Stellenbosch University do not provide enough information on formal hours of study or credit. At this point, consider transcripts on a case-by-case basis.

Grading Scale:

<u>South Africa Grade</u>	<u>U.S. Equivalent</u>
75-100	A
70-74	A-
60-69	B
50-59	C
0-49	F

Grading scale may vary. Please refer to grading scale on transcript.

University Notes:

Stellenbosch University

Of the two students who have attended Stellenbosch, both took 5 courses and were designated 15 UNCG credits (although the number of credits per class varied). Consider these transcripts on a case-by-case basis as well.

University of Cape Town

***Changes as of February 2011: Cape Town now has a credit system based on the number of NQF credits a student enrolls in. The minimum number of credits and recommended amount for exchange students is 72 NQF. This equates to 12 UNCG credits. The maximum number of NQFs a student can enroll in is 90, which would equate to 18 UNCG.**

*Changes made as of January 2010: According to the University of Cape Town Credit Transfer system, UCT recommends that students be awarded credit based on the following course levels:

- 1000- 3 credits (45 contact hours)
- 2000- 4 credits (60 contact hours)
- 3000- 6 credits (60 contact hours)
- 4000- 6 credits (60 contact hours)
- 5000- 8 credits (80 contact hours)

Many students who have attended U. of Cape Town thus far have been Dance majors. As such, Robin Gee has been responsible for designating UNCG credit. The transcript does not indicate number of hours spent in formal study, therefore it is important to ask the

student in order to help determine how to designate UNCG credit. At this point, consider transcripts on a case-by-case basis.

SPAIN

Academic Calendar:

Fall: September/October to January/February
Spring: February to July

Academic Notes:

Students who study in Spain usually take 3-6 classes per semester. Toledo and Granada use the ECTS system for designating credit. In the past we have been more lenient with rounding up for language courses, as language courses in Spain and other European countries tend to involve more work than in other countries (i.e., 6 ECTS credits have been equated to 4 UNCG credits).

Due to the fact that Spanish universities offer their students two opportunities to pass the final exams, professors usually fail about 50% of their students the first time around (this is especially true for Granada). This proves to be difficult for our students because the second opportunity to take the test is often after students have already left the country. For this reason, it is more common for our students to fail courses in Spain than almost any other country, and we've had to be very flexible with these students and help them to arrange re-sits either in Spain or with their departments here. Please see Tom or Penelope for help with the re-sit process.

Grading Scale:

<u>Spain Verbal Grade</u>	<u>Spain Numeric Grade</u>	<u>U.S. Equivalent</u>
Sobresaliente (outstanding)	9-10	A
Notable (notable)	7-8	B
Aprobado (pass)	5-6	C
Suspenso (failure)	0-4	F

In Spain, grades tend to be clustered within a narrow range at the lower end of the scale, with grades in the upper ranges seldom given.

University Notes:

Granada

Courses are usually designated 6 ECTS credits and should be awarded credit at UNCG based on the ECTS table at the beginning of this section. The language course, worth 6 ECTS credits, is the only exception to this rule, and should receive 4 sh due to the intensity and number of hours of the language courses.

Toledo

Courses are usually designated either 6 ECTS or 4.5 ECTS credits. Based on precedent, we have awarded 3 sh for both 6ECTS credit classes and 4.5 ECTS credit classes. A language course worth 4ECTS credits will also receive 3 sh due to the intensity and number of hours of the language courses.

Transcript Arrival:

Toledo transcripts should arrive by the end of July.

SWEDEN

Academic Calendar:

Fall: August to January

Spring: January to June

Academic Notes:

Linnaeus uses the ECTS grading and credit systems and 30 credits is a full time load for a student during one semester (60 for academic year). Please use the table for ECTS credits at the beginning of this section to determine credit equivalency.

The most common program for Linnaeus University is the Communication and International Studies program which has preapproved courses per the brochure. Students can also partake in other programs such as International Business.

Grading Scale:

<u>Sweden Grade</u>	<u>U.S. Equivalent</u>
HP—High Pass	A
P—Pass	B-C
F—Fail	F

... or

<u>Sweden Grade</u>	<u>U.S. Equivalent</u>
VG—Very Good	A
G—Good	B-C
F—Fail	F

Linnaeus transcripts also include ECTS grades and you may use the grade table at the beginning of this section to determine if a student scored a C or above.

THAILAND

Academic Calendar:

Fall: August to December

Spring: January to May

Academic Notes:

In the past, students who have studied at Thammasat University have taken between 5 to 6 classes. Each class has been designated 3 credits at UNCG.

Grading Scale:

<u>Thailand Grade</u>	<u>U.S. Equivalent</u>
A	A
B	B
C	C
D	D
F	F

TAIWAN

Academic Calendar:

Fall: September to January

Spring: January to May

Academic Notes:

Courses are designated credits based on the number of hours in class and thus, are designated the same number of UNCG credits.

Grading Scale:

<u>Taiwan Grade</u>	<u>U.S. Equivalent</u>
80 or higher or A	A
70-79 or B	B
60-69 or C	C
50-59 or D	F
49 and below or E	F

National Taiwan University

As of the 2010-11 academic year, NTU has used the following grading scale:

GRADING SYSTEM (FOR REFERENCE ONLY)

A+ = 4.3 (100~96)	A = 4.0 (95~91)	A- = 3.7 (90~86)
B+ = 3.3 (85~81)	B = 3.0 (80~76)	B- = 2.7 (75~70)
C+ = 2.3	C = 2.0	C- = 1.7

(69~67)	(66~63)	(62~60)
B- / C- (Graduate / Undergraduate)	Lowest Passing Grade (69 and below / 59 and below)	
W	Withdrawal	
F	Fail (insufficient)	
X	Fail (insufficient)	
NC	No Credit	

(National Taiwan University uses a letter grading system for students admitted in the 2010/2011 academic year).

Note: The lowest passing grade for graduate students is B- and C- for undergraduate students. Please use the numerical equivalents as reference only.

Definition of Grades

A+: All goals achieved beyond expectation
A: All goals achieved
A-: All goals achieved, but need some polish
B+: Some goals well achieved
B: Some goals adequately achieved
B-: Some goals achieved with minor flaws
C+: Minimum goals achieved
C: Minimum goals achieved with minor flaws
C-: Minimum goals achieved with major flaws
F: Minimum goals not achieved
X / NC: Not graded due to unexcused absences or other reasons
W: Withdrawal

TURKEY

Academic Calendar:

Fall: September to January
Spring: January to May

Academic Notes:

All courses at Yeditepe University are taught in English. Courses are designated credits based on the number of hours in class and thus, are designated the same number of UNCG credits.

Grading Scale:

<u>Turkey Grade</u>	<u>U.S. Equivalent</u>
AA	A
BA	B+/B

BB	B/B-
CB	C+/C
CC	C/C-
DC	D
DD/F	F

UNITED KINGDOM

Academic Calendar:

Fall: September to December/January
 Spring: January to April/May/June

Academic Notes:

Please see individual school information below.

Grading Scale:

<u>United Kingdom Grade</u>	<u>U.S. Equivalent</u>
70-100	A
65-69	A-
60-64	B+
50-59	B
45-49	C+
40-44	C
0-39	F

Some universities in the UK, such as MMU, have begun using the ECTS grading system. Others may follow in the future.

University Notes:

Keele University

Students who study at Keele usually take 4-5 classes per semester. Keele University uses the ECTS system for designating credit and each class usually receives 3-4 UNCG credits based on the number of ECTS credits designated.

Please note that Keele offers both semester and full year classes, and does not indicate this information on the transcript. Therefore, it is important to meet with the student before forwarding the transcript to the Registrar's if possible, in order to be able to indicate in which semester each class was taken.

Manchester Metropolitan University

Due to the fact that many arts students study at MMU and take part in studios, internships, and special projects, there are no rules of thumb for the number of classes taken or the usual number of credits received for these areas of studies.

MMU still uses the British credit system. Full-time at MMU is 60 credits per semester, or 120 MMU credits per year. Courses at MMU can be worth 10, 20, or 40 credits;

students generally take 3-5 courses each semester, depending on the course credit. The MMU transcript does not always indicate full year of semester length courses. Therefore, if students studied for less than an academic year, it is important to meet with them before scanning the transcript to the Registrar's, to clarify and determine the appropriate UNCG credits. Based on precedent, we have given 3sh for 10 credits and 4 for 20 MMU credits.

Exception: When students have only studied one term, a MMU semester-long course of 20 MMU credits can be equated to 3-4 UNCG credits; the actual length of the semester is shorter than a UNCG semester.

Transcript Arrivals:

Stuttgart transcripts should arrive in September, thus initiating the SAP appeal process for students returning from this school

University of Hull

Students studying at Hull are normally limited to taking 60 Hull credits per semester. In the fall of 2004, the University of Hull began to show ECTS credits on their transcript as follows:

20 Hull credits = 10 ECTS credits = min. 5 UNCG semester hours
10 Hull credits = 5 ECTS credits = 3 UNCG semester hours

Please note, however, that a departmental advisor can decide that a course at Hull equates to two courses at UNCG each worth 3 credits each for a total of 6 credits. Please see Kathryn Schenk's file for an example of this.

Hull University also offers both semester and full year classes, and does not indicate this information on the transcript. Therefore, it is important to meet with the student before forwarding the transcript to the Registrar's if possible, in order to be able to indicate in which semester each class was taken.

Hull transcripts: Transcripts for the spring semester should arrive by the end of July.

University of Plymouth

We do not send a lot of students to Plymouth as they tend to take a very long time to get transcripts to us. In the past the students we have sent to Plymouth have been business students. As with Hull, courses are worth 10 or 20 credits at Plymouth. These would transfer back as 3 or 5-6 UNCG credits respectively.

If students study in the fall, but not spring, they can get a provisional transcript. But, the true official will not come until after June since that is when they complete grades for the whole year. The registrar has taken the provisional transcripts before. We should start to receive these sooner since they are instituting a new system.

University of Strathclyde

A full-time load is 60 credits per semester at Strathclyde which equates to 30 ECTS credits. Students usually take 4 courses per semester which we equate to 4 UNCG credits each (total of 16 sh of credit per semester). Full-year courses have received 4 UNCG credits per semester for a total of 8 UNCG credits. U. of Strathclyde transcripts do not

indicate if the courses are a semester in length or full-year. For that reason, make sure to ask the student when you meet with him/her.

Trinity

Trinity's credit amounts are weighted as follows:

30 Trinity= 8 UNCG

20 Trinity= 5 UNCG

10 Trinity= 3 UNCG.

A full time course load for a semester at Trinity is 60 credits, or 16sh at UNCG.

University of Ulster

Students typically take 3 courses at Ulster which hold 5 credits each. Students are awarded 5 UNCG credits and thus receive 15 sh of credit for their semester abroad.

*(Updated 12-15-2010) If a class is worth 20 Ulster credits, we award 5 UNCG credits. Ulster courses worth 10 credit hours should receive 3 UNCG credits.

Winchester School of Art

As courses in Art can vary greatly, we leave it up to individual departmental advisors to make recommendations for number of credits based on their assessment of the amount of time and work required.

URUGUAY

Academic Calendar:

Fall: August to December (S2)

Spring: March to July (S1)

University Notes:

University of Montevideo

Courses vary in the amount designated credit (usually 3-6 hours of credit per course).

**Updated 1-31-2011: Based on the University of Montana's transfer credit model, we will use the formula that 18 UM credits will be awarded 12 UNCG credits. Therefore, a 6 UM credit course will be awarded 4 UNCG credits, a 4 UM course, 3 UNCG credits and so forth. Use the formula below:

$$\frac{12}{18} = \frac{x \text{ UNCG}}{\text{UM credits}}$$

Universidad Catolica

Students usually take 4-5 courses per semester and credit hours generally transfer back with UNCG equivalency. Therefore, a student taking 5 courses would receive 15sh of credit.

Academic Notes:

Grading Scale:

<u>Uruguay Grade</u>	<u>U.S. Equivalent</u>
11-12—Sobresaliente (outstanding)	A
8-10—Muy Bueno (very good)	A
5-7—Bueno (good)	B
3-4—Regular/Aprobado (average/pass)	C
0-2—Deficiente (deficient)	F

Meeting with Students

Meeting with each student who returns has been **my favorite part of the transfer credit process**. Although it has its challenges, getting to hear about each student's experiences and how they describe how they have grown or come to view themselves or the world a little differently gives me goose bumps. This is what studying abroad is all about, and through meeting with each student one-on-one, you will have the really special opportunity to take part in their growth.

More than just listening, however, you may need to be the catalyst to help them begin to notice, process, understand, or put words to all the ways their time away has transformed them. While this is touched on through the reorientation workshops, meeting individually with each student gives them the opportunity for some personal attention. It also gives us the opportunity to check in with every student who returns to make sure that they are doing alright. **Coming back to the U.S. can be very challenging for some students** (see Reorientation materials for more information on this), and through talking with them we can find out who might need to be followed up with a little more closely or referred to outside sources.

The trickiest part of these appointments is structuring the conversations you have with each student in a way that makes them open to sharing and self-reflection, especially when students are often under the impression that the sole purpose of the transfer credit appointment is to take care of transfer credit. I will give some pointers about this below, but I usually tackle the transfer credit first so that students won't be distracted wondering if we are going to get to that. Later we touch on their experiences abroad and coming back.

1. When beginning the discussion about **transfer credit** I first ask students if they have seen their transcript. I give them a copy and ask them to double check that everything looks okay.
 - a. **If there are any problems with their transcript** (e.g., missing courses, courses failed that students believed to have passed, etc.), I ask them to write an email to

the contact at their host school (you may need to give them this information; it can be found in university table of database). I make sure to remind them to carbon copy Tom at tjmarti2@uncg.edu on this email, and advise them to be tactful as they describe their concern in a clear and detailed manner. I also advise them to start the email with a sentence or two about how much they enjoyed their time at the host school.

- b. Next, we move forward with the current transcript. Usually I have already sent the transcript along with a transfer articulation memo to the Registrar's office (see Memos for the Registrar section). Therefore, I describe to the student how many hours they should receive, and **verify with the student how they would like each class transferred in.**
 - i. If they have not yet received approval on their Transfer Credit Form for a class for which they wish to **receive credit to meet a major or minor requirement** I will give them a memo for the appropriate departmental advisor and describe the process of getting the proper signatures (see Memos for Departmental Advisors section).
 - ii. If they wish to receive **credit in the Business or Romance Language departments** (including meeting foreign language requirements for students in the College of Arts and Sciences), students will also need a memo for the appropriate departmental advisor even if these classes have been given prior approval on their Transfer Credit Form (again, see Memos for Departmental Advisors section).
 - iii. If they wish to receive **GEC credit**, I advise the students on the GEC petition process (see Applying for General Education Core Credit section).
 - iv. If students are only requesting elective credit or if they are part of a preapproved GEC program or if all of their classes have been given prior approval on their Transfer Credit Form (except for Business or Romance Language courses), **no memos are necessary.**
 - v. GL/GN Waiver: Students can ask to have one of their GL or GN requirements waived (depending on the host country) simply for completing a semester abroad. Please refer to pg. 55 in the UNCG Bulletin. If a student wishes to receive a GL or GN waiver, instruct them to write an email to Rick Titus that states: their name, student ID, where and when they studied abroad, and a request for the waiver.
 - c. Before we finish the transfer credit portion of the appointment, I remind each student that it is his or her responsibility to **follow up to see that everything gets posted correctly.** I usually advise students to wait a week or two after all memos are returned and then go online to UNCGenie to verify that everything looks okay. If there are any problems or concerns, they should be advised to contact you and not the Registrar's office directly.
2. The next part of the appointment is my opportunity to learn about **their experience abroad.** A couple of pointers to remember are: (a) ask open questions instead of

questions students could answer with one or two words, (b) feel open to share a little about your own experiences or the experiences you have heard from other students in order to help students feel more comfortable sharing, (c) do not be afraid to pry; you can always couch your questions as wanting to learn more to be able to advise other students effectively, (d) trust your intuition (What is a student avoiding talking about? What is their body language telling you?).

- a. Some **simple questions** usually get students talking and help you to learn a lot about their experience, such as:
 - * So how was it in . . . ?
 - * What were your classes like?
 - * What did you do outside of school?
 - * Where did you live?
 - * Who did you hang out with?
 - * Did you get a chance to travel? Where?
 - b. It's also important to ask a few **deeper level questions** to help students share or start to think about how this experience helped them to grow. Some examples are:
 - * What surprised you most about . . . ?
 - * Did you learn some things about yourself that you didn't know before? What?
 - * What parts of the culture really clicked with you?
 - * What parts didn't sit so well?
 - c. With some students, these questions may be very difficult to answer because they might not have thought much about some of these things yet. Using examples from other students might help, but the important thing is to try to make this feel like a conversation, not an interrogation. If a student is resistant to any of these lines of questioning, don't push it. He or she may not be developmentally ready to think about the experience in this way. Instead, plant a couple of seeds or ideas and leave them to think about it later on in time. I firmly believe that much of this processing takes time and can't be rushed.
 - d. **If anything major comes up** (such as students who have experienced much unhappiness/anger/loneliness while away, students who have faced violence, racism/sexism, or loss while away, etc.), you will of course want to process/discuss this with the student and possibly refer the student to counseling services on-campus or other additional services. You will also want to discuss these students with Tom and Penelope.
3. The last important part of this appointment is to find out how students are handling **the reentry process**. This can be the most challenging part of the conversation because many students may not be able to put a finger on their frustrations since coming home, or be reluctant to admit they are facing any difficulties. Furthermore, some students seem to come back to the U.S. with very little difficulty while others may experience major challenges including, depression, changes in their career or academic plans,

identity issues, changed relationships, etc. Please make yourself very familiar with the reentry materials so that you can help understand or illuminate what they might be experiencing.

Follow the same pointers as above in the paragraph about talking about students' experiences abroad when talking with students about their reentry experiences. Also keep in mind that **students handle their adjustment differently** and may or may not be in a place where they can begin to examine what they are experiencing. It may be especially **important to normalize reentry problems** because many students do not expect to struggle with coming back. I usually ask them about their experiences in a couple of different ways in order to touch on the many facets of reentry, such as:

- * How has it been coming back to classes at UNCG?
- * How was it seeing your friends and family again after so long?
- * Have you noticed anything about the U.S. that you didn't realize before you left?
- * Have you been able to stay in touch with your friends abroad? Any plans to visit again?
- * Have you given any thought to going abroad again?
- * Have you noticed anything different about yourself since coming home?

Below are some additional pointers for students depending on when you meet with them:

- a. **If you are meeting with students before the reorientation workshops**, I usually check in with students about how it has been for them since they've been gone. It's important to find out how long they have been home and whether they were looking forward to coming home or would have preferred to stay as these factors play an important role in how students might be handling their reentry. Other important factors include whether they had lived/studied abroad before and how influential or meaningful their time away was to them. Finally, make sure to encourage them to attend the workshops. If they can't come you may want to go over the packet of materials or schedule another appointment to go over this information with them.
- b. **If students went to the reorientation workshops**, this gives you an easy place to start. You can refer to the workshop and see if any of the information or common reentry challenges really rang true with them or surprised them, etc.
- c. **If students did not go to the reorientation workshops**, I usually walk them through the packet of papers we went over highlighting some of the points that I found interesting or guess might be pertinent to them. The common reentry challenges page can be especially helpful to initiate conversations. I also walk them through the different handouts presented by the panelists and giving them any of the information sheets that interest them.
- d. Lastly, **if any student really seems to be struggling**, I try to encourage them to set up an appointment in a couple of weeks to come and see me again. I usually try to normalize this and say that sometimes students have a hard time talking to

their friends or family because they can't understand, and if they want to talk or vent their frustrations with someone who has had some challenges coming home I am always available. One or two students a semester will usually take me up on this. If things seem really rough, you may want to refer the student to counseling services on-campus or other additional services. You will also want to discuss these students with Denise, Tom, and Penelope.

Memos for the Registrar

Once you receive a transcript you will need to **complete the student's Transfer Articulation memo and scan the transcript to the Registrar's office**. In an ideal world, you would have had the chance to meet with the student before you scan the transcript to the Registrar's in order to know exactly how the student wishes his or her classes to be transferred in to UNCG. However, due to time constraints, it is more common to complete the Transfer Articulation memo before meeting with the student, using the rules of thumb for the country where the student studied and his or her Transfer Credit Form as a guide.

There are several pieces of information you will want to include in order to assist the Registrar's office to post the transfer credit appropriately:

1. On the first line, you need to write the **total number of credits earned**. For full year students, you will need to indicate the total number of credits earned per semester. For some schools, such as Strathclyde, where they do not designate the semester when the course was taken you will also need to include a copy of the transcript where you have marked which semester each class was completed so that the Registrar will know in which semester to post each class.
2. Next, put a check next to appropriate line to indicate where the Registrar will find out **how to post each individual course**.

- a. **Approved program as per UNCG catalog**— You will mark this line if the student participated in one of our pre-approved GEC programs in Estonia, Finland, or Poland.

The Germany GEC program is a special situation as their courses vary from semester to semester. Students who take part in this program will need to apply for GEC credit (see Applying for General Education Core Credits (GECs) section). The only exception is German Art through the Ages course which is offered every semester. For this class, you may simply write on the bottom of the memo that this is pre-approved as a GFA. Please check with Penelope if you have any questions about Germany's GEC program.

- b. **Attached transfer credit form**— You will mark this line if any of the student's courses were pre-approved on his or her Transfer Credit Form. Remember that all Romance Language and Business courses require post-approval through a memo from the appropriate advisor (see Memos for Departmental Advisors section).

- c. **Memos that have been requested and will probably come from**— You will mark this line if a student requires post-approval through a memo from a departmental advisor. You will also need to list the appropriate advisors' names and departments on the lines below. Keep in mind that every student who has taken Business or Romance Language courses abroad will need memos from those department advisors. (Please see Memos for Departmental Advisors section for more information.)
3. Lastly, you will need to indicate **any other special instructions** that the Registrar might need to know in order to post the student's transfer credit correctly. Some examples include, if we're expecting an updated transcript to follow at a later date, if we need to indicate how many credits each course should earn, if we need to post a block of credit until we meet with the student, or if we've attached any forms for clarification. Please browse through the binders on the white bookcase to see examples of the kinds of notes you might need to make for each country.
 4. Once the Transfer Articulation memo is complete, record the date you are scanning the official transcript next to "Reg:" on the top of the form. You will also need to get Penelope's initials next to her name on the memo. Finally, make two copies of the memo and put the copies back in the student's sleeve in the binder until you have completed the entire transfer credit process for the student. **The original Transfer Articulation memo needs to be scanned to the Registrar's office with:**
 - a. **the original transcript**
 - b. **the Transfer Credit form**
 - c. **any other information you may need to include for clarification.**

After you are finished scanning, place the original transcript in the student's file. The original transcript is not sent to the Registrar's Office.

Note: If you run out of Transfer Articulation memos, you will find the original at
N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\Forms and memos\Transfer Articulation Memo.doc

Memos for Departmental Advisors

Many students end up taking classes abroad that need to be designated transfer credit once they return. In order to get credit designated, **students will need to meet with the individual responsible for designating transfer credit for the department** in which they are hoping to receive credit.

1. When meeting with returning students, it is a good idea to **go through the transcript class by class** in order to see how the student would like to have his or her classes transferred in. Here are a couple rules of thumb to help you determine whether a student needs a memo to take to a departmental advisor for transfer credit approval:
 - a. If a **class has been preapproved** (and is not a business or romance language class), no memos are required for those courses.
 - b. If a student needs a **class approved for their major**, he or she will need to take a memo to that department's transfer credit advisor.
 - c. If a student needs a **class approved for their minor**, he or she will need to take a memo to that department's transfer credit advisor.
 - d. If a student needs a **class approved to meet their foreign language requirement**, he or she will need to take a memo to that department's transfer credit advisor.
 - e. For **all business and romance language classes**, the student will need to take a memo to that department's transfer credit advisor.
 - f. If a student would like **GEC credit for a class** that is not part of a preapproved program, please see Applying for General Education Core Credits (GECs) section.

2. You will need to **prepare a departmental advisor memo** for each department from which a student is requesting credit and have not received prior approval. Complete advisor and student information and list all classes the advisor will need to designate equivalents. I also usually post the number of credits each class should be worth unless I am unsure, and the advisor will need to determine the number of credits for each course. This is often the case with art, interior architecture, and music students.

This can get a little confusing because the departmental advisor for a student's major cannot designate a class under another department, but he or she can indicate that the class taken abroad fulfills requirements necessary for the major.

Let me give an example. Let's pretend that Sue is a political science major who needs to take a communications class (let's say CST 301) as part of her major. Sue takes a class abroad that she feels covers the same information as UNCG's CST 301 class and wants to get that credit. The departmental advisor for the political science department is able to equate the class abroad as fulfilling the major requirement for the communication class, but she does not have the authority to actually assign the class as CST 301. For most students this is fine, however, if a student needs the class to be posted as CST 301 on her

transcript (if for example, Sue is a communications minor who needs this class as part of her minor), she must go take a memo to the communications departmental advisor for approval.

This situation comes up quite a bit with foreign languages. If a student wants to fulfill his university requirements for a foreign language with classes taken abroad, the student must meet with the appropriate advisor for the foreign language and not the departmental advisor for their major. One exception is in the business school. Heidi Fischer, can designate language class as fulfilling requirements for business majors, but students must meet with the appropriate department advisor if they want SPA 203 for example, to show up on their transcript. Take a deep breath this is easier than it sounds.

3. Before sending a student off with a memo, I make sure to speak to him or her about **how to approach the advisor**. I advise students to set up an appointment with the advisor rather than just to drop by. I also advise that the student bring all their materials for the classes in question and be prepared to describe the information covered in the class, as well as the work required of them. If students really want a course to come back as a specific course at UNCG, they should also be prepared to explain how the course covers the same material as the course here.

Some advisors see a lot of students who've studied abroad, and usually have a pretty good idea of how to complete the memo. This is the case with the foreign languages, business, and interior architecture departments as well as others. Other advisors rarely see students who have returned from study abroad and may need some guidance. Therefore, it is important to explain to the student that the professor must indicate on the memo the specific UNCG course number must be written on the line(s) under "Dept & Course #". If the class is going to meet specific major or minor requirements this should also be indicated on the form. If the advisor has any questions, he or she should be encouraged to contact you, Tom, or Penelope.

An exception worth mentioning is with students who went to Hull. Because courses from Hull can be worth 5 or 6 credits, many advisors find this confusing. For these students I usually include a memo explaining how Hull credits work. You can find this memo at *N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\Forms and memos\Hull Transfer Credit Change.doc*.

4. **Completed memos need to be returned to IPC so that we can take a copy of it** for the student's file before it is scanned to the registrar's office. Students should also be reminded to go online to UNCGenie to verify that everything looks okay a week or two after all memos have been returned. If there are any problems or concerns, they should be advised to contact you and not the Registrar's office directly.

Note: If you run out of Transfer Articulation memos, you will find the original at *N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\Forms and memos\Transfer Articulation Memo.doc*

Scan Transcripts and Forms to the Registrar Office: How to use Noljweb

1. Turn on the scanner: the power button is located on the back, right-hand side of the scanner
2. Access Noljweb from your computer
3. Log in (ask Denise, Tom, or Steve to log you in)
4. Type in student's university ID into the "ID" field
5. Press Enter to generate the student's name
6. If you do not know student's ID then type in the information you do know and press Enter
7. Student's name will appear under "Query Results"
8. Double click on student's name to pull up his/her history of "Folder Objects"
9. Place "Transfer Articulation Memo", host university transcript, and "Request for TC" form face down (the back of the "Request for TC" form should be facing you)
10. Note: You will need to scan the back of the "Request for TC" form in order to document the student's signature. Also, sometimes you will need to scan the back of a transcript. You can do this by including a copy of the original and scanning it with everything else or you can do two separate scans.
11. Press the "Acquire Image" button on the computer (you will not need to press any buttons on the scanner)
12. A box "Kodak Scanner Properties" will pop up. Press "Scan"
13. Each image will scan and show up with an ID number under "Folder Objects"
14. Merge the documents: the first image file ("Transfer Articulation memo" should appear first. Therefore, click on hold on the second image file (transcript) and drag it into the first image file. Repeat this process with the third image and so forth if there are more than 3 images until all image files are merged together.
15. Once the documents are merged and there is one image file, right click on the image file and chose the label "Study Abroad" (this will save all the images)

16. Check your work: to make sure all the documents you scanned are saved, use the arrow buttons at the top of the screen to verify each image. Some images may need to be repositioned. To rotate an image, use the “rotate right” or “rotate left” image buttons.
17. Post a note on the “Transfer Articulation” memo: you will need to post a note to the Registrar’s Office (Rick Titus) indicating what needs to be done, e.g., “Please post 12 sh of credit until memos arrive” (always make sure to include your initials and the date.
18. Click on the “show annotation toolbar” button (image of paper and pencil). A toolbox will appear and click on the button that looks like a stamp. This button will allow you to review and choose the pre-written notes. Once you find the appropriate note, post it to the upper right-hand corner of the “Transfer Articulation” image. If you need to edit a note right click on the stamp button and choose “properties”, choose the stamp you want to edit and click “Edit”. Edit the note and click OK twice. You can then post your edited note.
19. Once you post a note, make sure to click out of the image (you can do this by clicking another form or in a blank area). A screen will pop-up asking if you want to “save changes made to the image” Click “yes”. If you do not do this, the posted note will not be saved.
20. You have now completed the process!
21. To scan a transcript and forms for another student: clear the fields by clicking on the “Clear Search Results” button, and “Clear Field Results” button.
22. Once the fields are blank, type in the next student’s ID number and repeat the process.

Scan Memos to the Registrar Office: How to use Nolijweb

Once you receive memos from the departmental advisors, you will need to use Nolijweb to scan them to the Registrar’s Office.

1. Access Nolijweb
2. Log in (Denise, Tom, or Steve are able to log you in)
3. Type in student’s university ID into the “ID” field

4. Press Enter to generate the student's name
5. Student's name will appear under "Query Results"
6. Double click on student's name to pull up his/her history of "Folder Objects"
7. Place the departmental advisor memo(s) face down in the scanner
8. Press the "Acquire Image" button on the computer (you will not need to press any buttons on the scanner)
9. A box "Kodak Scanner Properties" will pop up. Press "Scan" unless you want to change something.
10. Each image will scan and show up with an ID number under "Folder Objects"
11. If you scanned more than one memo, merge the memos into one image file
12. Once the documents are merged and there is one image file, right click on the image file and chose the label "Study Abroad" (this will save all the images). There should now be 2 files labeled "Study Abroad". We do not merge the Departmental Advisor memos into the existing "Study Abroad" folder because it is easier for the Registrar's Office to access and update the student's information if the files are separate.
13. Note: If you gave a student more than one Departmental Advisor memo, then most likely you will not receive all the memos for that student at the same time. If this is the case, scan each memo as you receive it. When you receive the final memo, make sure to post a note that states "Final memo" and include your initials and the date.

Send a Transfer Credit Spreadsheet to the Registrar's Office

After you scan a student's transcript and/or Departmental Advisor memo, email Rick Titus with the following information:

- Student Name and Student ID
- Instructions, .e.g., "Please drop 16 hours of elective credit until memos arrive."
- Issues: indicate any issues that may be helpful for Rick to know, e.g., "student failed the course CED 345." Or "Before departmental memos student received 12 s.h. of credit. After memos student received 15 sh of credit.

Applying for General Education Core Credits (GECs)

Many students take classes abroad that line up pretty closely with courses offered by UNCG that are designated as General Education Core Credits (GECs). As such, many students are interested in **applying for GECs** upon their return.

With these students, I try to take the time to walk them through the process.

1. Using the Bulletin for the year in which they entered UNCG, we **look up the classes which have been designated as receiving the specific type of GEC that they would like to receive.** (This information is found around pages 50-55 for most years.) I ask them to describe the course they took and the information covered and try to determine if the class is similar enough to a course already approved as a GEC that the student realistically has a chance at receiving the GEC they hope to get. If I'm unsure I look up the course description in the Bulletin for more information.
2. If the class looks like a good match, I give the student a **Petition for GEC Transfer Credit** (which can be found at <http://www.uncg.edu/reg/Forms/GECTransferPetition.pdf>), and help them complete the form with them in the meeting. Students should make sure to complete the top portion, check the box for the GEC for which they are applying in section A, and complete the name of the host institution and course name and number of the course they took abroad (not the course name and number for the UNCG course they wish to receive) under Step 2.
3. ****It is the student's responsibility to turn in the GEC form to the Registrar's office.** If you notice the student might have trouble filling out the form, you can help them complete it in the Transfer Credit meeting. Otherwise, ask them to deliver it to the Registrar's office once they have completed the form, including course descriptions or syllabus, as well as a short explanation regarding why they believe the course is similar to the UNCG course which is already approved for GEC credit. Rick Titus, or the current holder of the position, will review it and either add the GEC credit to the student's account or get in touch with the student to discuss the course further.

What to do if Students don't Bring Back Sufficient Credit

Every semester a **handful of students return without receiving sufficient credit for satisfactory academic progress** (i.e., 75% of the number of credits for which they registered, usually 9 because they are registered for 12 hours under ISE 999). While this is a possibility for any student at any host institution, this is more often the case for students who attend schools in Spain, Denmark, Australia, or the UK.

Usually students know that there may be problems before returning to UNCG and have already notified Tom. These students will be advised to meet with you as soon as possible for advice regarding their options and next steps.

Other students may not be expecting any problems. In this situation, as soon as you receive the student's transcript and are aware that there are concerns, you will need to notify the students and urge them to set up an appointment with you. This news may come as a surprise to some students, so try to be as supportive and comforting as possible when you contact them, assuring them that we will work with them in any way we can. Also make sure to **notify Tom of all students with insufficient credits.**

When you meet with the student, whether they were expecting problems or not, there are a couple of things that you will need to make sure to find out:

- Did students expect to pass?
- Could course simply have been left off?
- Did they turn in all the required assignments on time?
- Did they make any special arrangements with the professor in order to receive credit?
- If students went to France, did they remember to get the professor's signature for release of course transcripts?

Most importantly, you need to ask if the student wants to put forth the effort to try to receive credit for courses which were not passed.

Depending on the answers to these questions, several steps may need to be followed:

1. **All students** (whether or not they will try to receive credit), **need to contact the financial aid** office to see if they need to appeal. Technically all students have accepted financial aid by accepting a travel grant. Remind students to carbon copy Tom at tjmarti2@uncg.edu and Denise at dlbellam@uncg.edu on emails to the financial aid office.
2. **If they do need to appeal**, they need to set up an appointment to talk to Tom in order to find out important pieces of information that they should be sure to include in their appeal documentation.
3. **Whether they need to appeal or not**, you'll want to take some time with the student to discuss some of the psychological effects of failing courses or not completing a program.

For most students, this may be the first time they have struggled academically, and by and large, these struggles may have been brought on by things going on outside of the classroom or as a result of them having a hard time adjusting to the host culture or being away from home. Listen to their frustrations and try to build them up by normalizing this experience. They need to know that each semester, we have a couple of students come home early or struggle passing classes. While they may be disappointed in themselves, reaffirm that we are not disappointed with them. Try to point out the positive, such as they were brave enough to take the chance to venture to a new country and go to school—maybe even in a foreign language. Many people would never have the courage to even consider it.

4. **If students believe that there might be an error or wish to try to receive make-up credit** through re-sitting exams or completing make-up assignments, advise students to write an email to the contact at their host school (you may need to give them this information; it can be found in university table of database). I make sure to remind them to carbon copy Tom at tjmarti2@uncg.edu on this email, and advise them to be tactful as they describe their concern in a clear and detailed manner. I also advise them to start the email with a sentence or two about how much they enjoyed their time at the host school.
5. **If students are not able to arrange re-sits or supplementary work through their host institution**, there may be a possibility to receive credits through the department at UNCG. These situations vary considerably depending on the departments from which students would like credit. In these situations, advise students to meet with Penelope to see what might be able to be worked out.

What to do if we don't Receive Transcripts in Time

Due to the fact that we receive transcripts up to several months after the end of students' period of study abroad, the **financial aid office** has graciously allowed our students a time extension before they declare these students as not meeting satisfactory academic progress. The new deadline for posting credit is **July 31** (this is for fall and spring)! This means that we do not have much time to receive and process the spring transcripts before the deadline and students without transcripts will have to appeal, or face losing financial aid.

We have found the financial aid to be flexible with us, especially when we can show that we are doing everything we can to facilitate obtaining the transcripts and when we keep them up-to-date on the status of delayed transcripts. We are hoping that the new Verification of Enrollment Forms will be sufficient for Financial Aid if the official transcript has not yet arrived. The information below outlines the **steps you should take as the transfer credit deadlines approach**:

1. Approximately 2 to 3 weeks before the deadline, **follow up with all students for whom you have not yet received transcripts** to make sure that they did not receive their transcripts themselves and that they followed up with the international office at their host school to make sure that they took care of any outstanding debts and/or signatures they needed to get.
2. If students have not received their transcripts and believe to have taken care of everything at their host institution, you will need to **contact the international office at the host institution** in order to check in with them as to when they expect to send the transcripts. An example of this sort of email can be found at *N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\Emails\UNCG Transcript Follow-up*
3. Submit the Host Institution Enrollment Form to the Financial Aid Dept to prove that the student was enrolled in a certain amount of courses and had met the requirements. Also, if there is an unofficial transcript, notify and submit that to the Financial Aid Dept.
4. **On the day of the deadline, prepare an email for Debra Slade, cc. Amy Berrier** in the Financial Aid Office that lines out the transcript status of all students for whom we do not yet have transcripts or for students who did not earn sufficient credit.
5. **Continue to follow-up with the students, host institutions, and financial aid office** until we have received all transcripts.

SAP Appeal Policies for Study Abroad students

There is a new SAP appeal policy and process that will begin for students going abroad starting in the 201011 academic year. For study abroad students however, the SAP policy applies to the full academic year. Therefore, if a student doesn't receive sufficient credit for their time abroad, but makes up for it the semester before or after to account to 67% of locked hours for the entire academic year (summer and winter term included) then the student should not have to submit an appeal for not meeting the SAP policy.

Example: Joe completes 15 semester hours in the fall at UNCG. During his spring term abroad, he only brings back 5 credits. Since he completed 20 sh of credit for the entire year, Joe would have completed 20/27 sh that he attempted and would maintain SAP because he completed 74%. (the minimum is 67% starting in 201011)

Students can also make up for lost hours abroad through winter and summer terms. If Jesse only completes 3sh of credit abroad but takes two summer courses at UNCG and passes them, then he will have 9sh of credit for the spring term and will have maintained SAP.

Notifying the Registrar's Office of new Host Schools

The Registrar's office is responsible for maintaining a list of all schools from which UNCG students have transferred credit. Therefore, when a UNCG student goes on exchange with a new partner school, ISEP school or external program, we must notify the Registrar's office of that school name and the city and country it is located. If you are unsure of whether or not a school is in the system, you can search in Access IN database and on studioabroad. It is helpful to the Registrar's office if we notify them of the new school well in advance to when we might ask for credit to be posted to that particular student's account.

What to Do if Students Direct Enroll or Go on a Non-UNCG Program

Sometimes students decide to go on **study abroad at a school that is not available through one of our programs or decide to enroll directly to a school abroad.** (For your information, these students are coded as JYA999 in the system rather than ISE999 like exchange students.) Although, we are not technically responsible for these students, we try to cooperate with the students and the Registrar's Office in order to help with processing transfer credit.

1. If we receive a transcript from one of these programs, the **first step is to try to contact the student** in order to get more information about the nature of his or her program. If the student is amenable, you should set up a transfer credit appointment and process the transfer credit and reentry issues as if he or she went on one of our programs.
2. Sometimes, the student never contacts or comes to see us. In these situations we do our best to assist the Registrar's Office to post transfer credit. On occasion, we may not have enough information about the host country/institution or the nature of the program to be certain of how to read the transcript. But based on the information we do have available to us, **we can usually make a pretty good recommendation on how credits should be posted.** If not, you can always try to contact the appropriate departmental advisor to see if they have a better feel on how these credits should be transferred in.
3. In these cases, you may need to work more closely with Tom or Penelope who may have information about the student or the program attended.

Bannerizing and Accessorizing

Before filing away student's transcripts and other information at the end of the semester, two important steps must be completed:

****As of November 19, 2010, it is not necessary to print off Banner reports for the student's file. Only one banner report is needed, that of which is to go in the "My" documents to be filed away for precedent study. The transfer credit advisor no longer needs to file any documents in the students file including transcripts, host enrollment forms or department memos. This is due to the new online filing system in Nolijweb. Advisor should make sure that all documentation has been properly scanned into Nolijweb before shredding copies of transcript and memos. The original memo should be given to the student at the time of the initial transfer credit meeting.**

Current system to close out a file:

1. First, each student must be **Bannerized**. This sounds frightening, but it's really pretty simple. Go into the SHATERM section of Banner and look up how the student's courses have been posted for the semester(s) they were away. Print this screen. If you see any irregularities, such as classes posted incorrectly or in the wrong semester, or if a student still has ISE 999 listed for the semester, you should make a note of this and contact the Transfer Articulation office in the Registrar's so that they can correct these errors.
2. Lastly, student files need to be "closed".
 - a. As long as there is a scanned copy of the transcript, departmental memos and original transfer credit form, no documents will need to be added to the student's file.
 - b. For the transfer credit evidence files, advisor should compile the following documents:
 - i. a copy of the transcript
 - ii. copy of Transfer Credit form
 - iii. copies of any departmental advisor memos
 - iv. copies of scheine (if student went to Germany or Austria)
 - v. print-out from Banner of how classes were posted

Post November 2010 system (do not follow the system below):

1. First, each student must be **Bannerized**. This sounds frightening, but it's really pretty simple. Go into the SHATERM section of Banner and look up how the student's courses have been posted for the semester(s) they were away. Print this screen. If you see any irregularities, such as classes posted incorrectly or in the wrong semester, or if a student still has ISE 999 listed for the semester, you should make a note of this

and contact the Transfer Articulation office in the Registrar's so that they can correct these errors.

2. Lastly, student files need to be separated into two packets and filed away.
 - a. On one copy of the Transfer Articulation memo write "**Student**". Also make sure to write the date when the student was Bannerized, as well as the total number of credits earned on the top of the form next to "Ban", and "Cred" respectively. Behind the Transfer Articulation memo you will also include:
 - i. a copy of the transcript
 - ii. the original Transfer Credit form
 - iii. the Host Institution Enrollment Form
 - iv. the original departmental advisor memos
 - v. copies of scheine (if student went to Germany or Austria)
 - vi. print-out from Banner of how classes were posted
 - vii. any additional correspondence, emails, notes, etc.

This packet needs to be filed in the student's file along with the official transcript.

- b. On the other copy of the Transfer Articulation memo write "**My**". Behind the Transfer Articulation memo you will also include:
 - i. a copy of the transcript
 - ii. copy of Transfer Credit form
 - iii. copies of any departmental advisor memos
 - iv. copies of scheine (if student went to Germany or Austria)
 - v. print-out from Banner of how classes were posted

This packet should be filed in the binders by country with the newest additions in the back.

To Check Credit Hours for Year on Banner/ Financial Aid Issues

Rules from Financial Aid:

1. Students must earn a minimum of 67%* of their enrolled sh for the school year by July 31 (this includes summer courses)
2. If they are not going to receive this amount by the deadline, then the student must file an appeal with the Financial Aid office and try to provide proof of meeting the hour requirement with the Host Institution Enrollment Form and an Unofficial Transcript (sent by the host university, printed off from online, or based on emailed grades from professors, etc).

Since financial aid eligibility will be determined on a year-long basis for students who study abroad, it is many times helpful to be able to check to see how much credit a student has earned to date. To do this, log into Banner.

1. Type in SHATERM to be able to access credits and courses listed by semester. Type in the student's id number, "UG" in the "course level codes by person", then type in the semester that you want to see.
This is helpful, but will not let you see what the students are currently enrolled in.
To do that see next step.
2. Instead of SHATERM, type in SFAREGS. There is another code, too: SA SSAR

*As of 2010-2011 academic school year, the SAP policy states students must earn 67% of their locked semester hours at the time of enrollment. This policy encompasses the entire academic year and takes into account fall, spring and summer courses.

Students Requesting Official Transcripts from Study Abroad

Often times, students require **copies of transcripts from the host universities** for their semester or year abroad. This is often the case for students who are applying to graduate school and must supply transcripts from all institutions from which they have attended.

Because obtaining original signed transcripts is next to impossible from many foreign institutions, we at IPC keep copies of all students' study abroad transcripts. Students often send in requests for copies of their overseas transcripts; please make sure that students send requests by email and include the address where the transcript should be sent, the deadline by which they need it, and the host school and year for when they studied abroad.

When we receive transcript requests from students, the following steps should be followed:

1. You will need to pull the student's file by looking it up on Nolijweb. (It is helpful if the student includes their Student ID number they had while at UNCG in the email so you can access their file easily. Print a copy of the transcript.
2. Open our **form letter** for these requests (*N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\2nddegree\2nddegree transcript letter template.dotx*), and fill in all appropriate information for the student (don't forget all the "he", "she's", "his"s, "her"s, "Mr."s, and "Ms."s). Save this letter as *N:\IPG\apps\Study Abroad & Exchange\Exchange\Transfer Credit\2nddegree\STUDENTNAME*.
3. Print the letter out on stationery, make a copy of it, and **have Tom or Denise sign** the original as well as the sealed envelope once you've included the letter and transcript for authentication purposes.
4. Finally, **send off the original letter and transcript**, making sure that you have saved a version to the network.

Timeline

Fall Semester—

May	Set dates for all of the Reentry Workshops for the academic year
Late June	Begin planning Reentry Workshops
July 31	Financial Aid Deadline for all semester and full year students
Mid-July	Follow-up with students who did not return Host Enrollment Form
Early August	Send out Reentry Workshop invitation email
August-October	Transfer Credit appointments
Late August	Reentry Workshop 1
Early September	Reentry Workshop 2
Mid-September	Contact students for whom you have not received transcripts
Early October	Send out 'Hull Reminder Email'
Mid October	Send 'Important Information about your Return' email with Host Institution Enrollment Form attached to students studying in Australia
Late October	Bannerize and wrap-up previous semester
Late October	Send out 'Pending Memo(s)' Reminder email
Mid-November	Prepare for new group of returning students
Late November	Send 'Important Information about your Return' email with Host Institution Enrollment Form attached
Late November	Send out 'Pending Memo(s)' Reminder Email
Early December	Begin planning Reentry Workshops
Early December	Send 'Welcome Back' email

Spring Semester—

Early January	Follow-up with students who did not return Host Enrollment Form
Early January	Send out Reentry Workshop invitation email
January-April	Transfer Credit appointments
Late January	Reentry Workshop 1
Early February	Reentry Workshop 2
Late February	Contact students for whom you have not received transcripts
Mid March	Send 'Important Information about your Return' email with Host Institution Enrollment Form attached to students studying in Australia
Mid March	Send out 'Hull Reminder Email'
Mid-April	Bannerize and wrap-up previous semester
Mid-April	Send out 'Pending Memo(s)' Reminder email
Late April	Prepare for new group of returning students

Late April	Send 'Important Information about your Return' email with Host Institution Enrollment Form attached
Late May	Send 'Welcome Back' email

Departmental Contacts

Financial Aid

Main contact.....	Debra Slade
Financial Aid appeal contact.....	Amy Barrier

Registrar's Office

Main contact and Substitutions.....	Rick Titus
Waivers	Terrica Williams
Graduation clearance.....	Chelsea Bunch

Graduate School

Director of Enrolled Students.....	Mary Early
Transcript and memo submission.....	Gini Brewer