**Dispute Resolution**. A student-related dispute could arise out of a decision or action in the course of official duty by a member of the faculty, staff, or administration of California State University, Fresno. The decision or action could be alleged as discriminatory, contrary to accepted academic relationships and procedures, or restrictive of the rights of any student of the university to fair treatment. The purpose of the dispute resolution process is to provide a mechanism for students to have a third party review the situation.

The student must first make a good faith effort to resolve the matter informally by talking directly with the individual concerned, the individual's direct supervisor or department chair, and the director of the unit or college/school dean. If resolution is not effected through the informal procedures, for assistance students should contact the Office of the Vice President for Student Affairs and Dean of Students.

## Transcript Evaluation

Undergraduate transfer students are generally evaluated under the degree requirements listed in the General Catalog at the time they enter California State University, Fresno.

Transfer students who accept their admission and register for mandatory Dog Days session should receive an email with instructions on how to access their computerized evaluation (DPR - Degree Progress Report) detailing how prior coursework has transferred into the university and indicating remaining degree requirements. It is recommended that students access an updated DPR (Degree Progress Report) through self-service at least once a semester for review with their academic advisor. A degree evaluation is completed during the semester a student files for graduation. (Search Graduation and Commencement.)

All official transcripts submitted in support of an application for admission become the property of Admissions and Records and are not returned to the student.. Students are strongly encouraged to obtain duplicate copies of their records from high school and prior college attendance for their personal file.

## Grade Symbols and Grade Points

**A - Excellent.** Performance of the student has demonstrated the highest level of competence, showing sustained superiority in meeting all stated course objectives and responsibilities and exhibiting a very high degree of intellectual initiative. (4 grade points per unit.)
**B - Very Good.** (1) Performance of the student has demonstrated a high level of competence, showing sustained superiority in meeting all stated course objectives and responsibilities and exhibiting a high degree of intellectual initiative. (3 grade points per unit.)
**C - Satisfactory.** (2) Performance of the student has demonstrated a satisfactory level of competence, showing an adequate level of understanding of course objectives, responsibilities, and comprehension of course intent. (2 grade points per unit.)
**D - Unsatisfactory.** (2,3) Performance of the student has been unsatisfactory, showing inadequacy in meeting basic course objectives, responsibilities, and comprehension of course content. (1 grade point per unit.)
**F - Failure.** Fails to meet course objectives. Work at this level does not meet requirements for credit toward a degree. (0 grade points per unit.)
**WU - Failure Withdrawal Unauthorized.** (4) The symbol WU indicates that an enrolled student did not withdraw from the course and also failed to complete course requirements. It is assigned when, in the opinion of the instructor, completed assignments or course activities or both were insufficient to make normal evaluation of academic performance possible. For purposes of grade point average and progress point computation this symbol is equivalent to an F. (0 grade points per unit.)
**CR** - Credit for units allowed, work of A, B, or C quality in undergraduate courses and A or B quality in 200-level courses. (0 grade points per unit; units allowed for the degree.)
**NC** - No credit for units registered for, work of D or F quality in undergraduate courses and C, D, or F quality in 200-level courses. Replaces I grade in courses where CR/NC grading is used if required work is not completed within required time. (0 grade points per unit; no units allowed for the degree.)
**W** - Withdrawal after the fourth week of instruction. (Not used in grade point calculation.)
**I** - **Incomplete Authorized.** Required coursework has not been completed and evaluated yet. (Not used in grade point calculation.) See Incomplete Grade Explanation which follows.

**IC - Incomplete Charged**. Student who received an authorized Incomplete (I) did not completed the required coursework within the allowed time limit (0 grade points per unit).
**RD** - **Report delayed.** Grade must be cleared before a degree is awarded. (Not used in grade point calculation.)
**RP - Report in Progress.** Continuing work in progress. (No units allowed and not included in grade point calculation until grade is assigned.)
**AU - Audit.** Grade indicates student's status as auditor and does not earn degree credit.