

# Accelerate Appeal Resolutions. Save Hours of Administrative Work. Improve Student Retention.

Higher education institutions handle thousands of student appeals and exception requests annually—from grade disputes and financial aid appeals to enrollment and conduct hearings. Many institutions still rely on manual, paper-based processes that lead to delays, student frustration, and administrative inefficiencies, which can negatively impact student retention.

With the Decisions low-code platform, universities can automate and streamline student appeals, reducing processing times from weeks to days while ensuring compliance and real-time transparency.

## FASTER, MORE EFFICIENT STUDENT APPEAL PROCESSING

Manual workflows slow down decision-making, create administrative bottlenecks, and frustrate students. Decisions automates every stage of the appeal process, ensuring faster, fairer resolutions.

- **Reduce Processing Delays:** Cut appeal resolution times by up to 75%, ensuring faster decisions and improved student satisfaction.
- **Eliminate Paper-Based Bottlenecks:** Replace emails, spreadsheets, and manual routing with automated workflows and real-time tracking.
- **Increase Transparency:** Give students instant status updates and automated notifications to minimize inquiries.
- **Ensure Compliance:** Maintain audit-ready records for policy adherence and accreditation needs.
- **Seamless SIS & ERP Integration:** Sync with Banner, PeopleSoft, Workday, and other platforms for real-time data accuracy.
- **Scalable for Future Growth:** Easily adapt and expand workflows as student needs and regulations evolve.

Decisions' low-code platform streamlines student appeals, cutting processing times by 75%. It automates workflows, enhances transparency, ensures compliance, and integrates with SIS/ERP systems for efficiency.



“Changing a student’s major was a process that went from two weeks to like two to three days with Decisions.” **GEORGIA SOUTHERN UNIVERSITY**

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## CONFIGURABLE WORKFLOW AUTOMATION

Every institution has unique appeal policies and decision-making structures. Decisions offers fully configurable workflows, allowing universities to customize approval processes based on academic departments, financial aid offices, or disciplinary review boards—without requiring complex IT development.

## DATA-DRIVEN APPEAL DECISIONS

Leverage real-time reporting and analytics to identify trends in appeal requests, pinpoint process bottlenecks, and improve institutional policies. Universities can use Decisions to track why appeals are being filed and proactively address common issues before they escalate.

## CROSS-DEPARTMENT COLLABORATION

Student appeals often require input from multiple departments, such as academic advisors, financial aid officers, and conduct review boards. Decisions centralizes communication, routing requests seamlessly across departments and ensuring that every appeal reaches the right decision-makers without manual intervention.

## TYPICAL APPEALS STREAMLINED WITH DECISIONS

- **Academic Petitions:** Grade disputes, late withdrawals, academic reinstatements, changing a major
- **Financial Aid Appeals:** Satisfactory Academic Progress (SAP) and funding exceptions
- **Enrollment & Registration Requests:** Residency classification appeals, late add/drop requests
- **Student Conduct Appeals:** Code of conduct violations, disciplinary hearings
- **Disability & Medical Exception Requests:** Medical withdrawals, accommodation requests
- **Administrative & Tuition Exceptions:** Tuition refunds, fee waivers, billing disputes

## READY TO AUTOMATE STUDENT APPEALS?

Decisions eliminates inefficiencies, improves student satisfaction, and ensures compliance—all while reducing administrative workloads.

Schedule a demo today to see how automation can transform your student appeals process.

## ABOUT DECISIONS

Decisions is a powerful, comprehensive low-code process automation platform that empowers businesses to streamline processes, optimize operational efficiencies, ensure regulatory compliance, and enhance customer experiences. Trusted globally across all industries, Decisions merges AI tools, a robust rules engine, workflow management, process mining, interface designers, and integration orchestration to help organizations code less and achieve more.

[See how at decisions.com](https://www.decisions.com)



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