

CEHD Graduate Education Service-Level Agreement
August 2018

Listed below are graduate education services provided by the CEHD Dean's Office, with estimated times for the tasks to be completed. We make every effort to complete requests as quickly as possible. Please keep in mind that the beginning and end of every term (spring, summer, fall) are especially busy, when our office receives many requests.

Task	Purpose	Contact	Time Estimate	Notes
Graduate faculty exceptions request	Experts outside of the University must be reviewed at the collegiate level for committee eligibility.	Michael DallaValle	2-3 business days	Exception request must include a CV/Resume.
Time extension requests	Students who are beyond their expected completion date must request an extension.	Michael DallaValle	5-7 business days	All requests must include a completion timeline from the student. 2 nd extension requests require further approval.
Committee workflow	Collegiate approval for departmental committee requests.	Michael DallaValle	3-5 business days	
Leave of Absence (LOA)	Allowing students to take an LOA provides students the opportunity to return to the University under the rules and policies in effect when they left.	Michael DallaValle	2-3 business days	LOA's must be filed in the CEHD Dean's Office by the tenth day of the semester.
Return Leave of Absence (RLOA)	Collegiate approval for student to return from LOA.	Michael DallaValle	2-3 business days	RLOA date should already be on student's record in Peoplesoft. If student is returning early, contact srhelp@umn.edu to update RLOA date.

GRD GDP's	These are sent to GSSP for approval.	Michael DallaValle	2-3 business days	Please turn in no later than 4 business days prior to end of the month in order to meet GSSP deadlines. These are rare because students are using GPAS.
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**DMS (M.Ed, post-bac certificate, and additional licensure) moved to the Office of Graduate Admissions effective Spring 2016.

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