



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

Fall 2020 Grade Mode Change Request Supporting Documentation

Extenuating Circumstance	Examples of Required Documentation On official letterhead, signed and dated
Student was diagnosed with COVID-19 and, due to the diagnosis, was severely ill and unable to engage academically.	<ul style="list-style-type: none">• Letter from doctor• Medical Records documenting illness
An immediate family member was diagnosed with COVID-19 and suffered an untimely death or whose illness placed an undue burden upon the student	<ul style="list-style-type: none">• Letter from doctor• Medical Records documenting illness
The student had to be a primary caregiver of someone diagnosed with COVID-19.	<ul style="list-style-type: none">• Letter from doctor• Medical Records documenting illness• Third party documentation of caregiver status
The student had to become a first responder due to COVID-19.	<ul style="list-style-type: none">• Letter from employer• Military orders
The student had an economic hardship resulting from COVID-19 directly impacting the ability to meet academic requirements.	<ul style="list-style-type: none">• Letter from employer• Termination/separation letter• Unemployment records• Medical bills not covered by insurance
The student had increased hours of employment to address financial hardship related to COVID19.	<ul style="list-style-type: none">• Letter from employer including dates and whether the increase/change was mandatory• Unemployment records/termination/separation letter for parent/spouse that caused the student to need to work
The student lost a babysitter/childcare due to COVID-19.	<ul style="list-style-type: none">• Statement from the childcare provider• Documentation of school/childcare closure
The student was unable to complete online education/distance education due to COVID-19.	Third party documentation of the lack of internet resources or documentation that the student had to move and was unable to complete in-person classes remotely
The student had no WIFI access during COVID-19 due to facility closures.	Third party documentation describing the facility closure and explanation of the inability to access WIFI due to the closure
Other – must be specific and not general “stress due to COVID-19.”	<ul style="list-style-type: none">• Detailed description of the extenuating circumstances and how they were directly related to Covid-19• Third party documentation to support the extenuating circumstances

Visit onestop.utk.edu/policies for additional information.