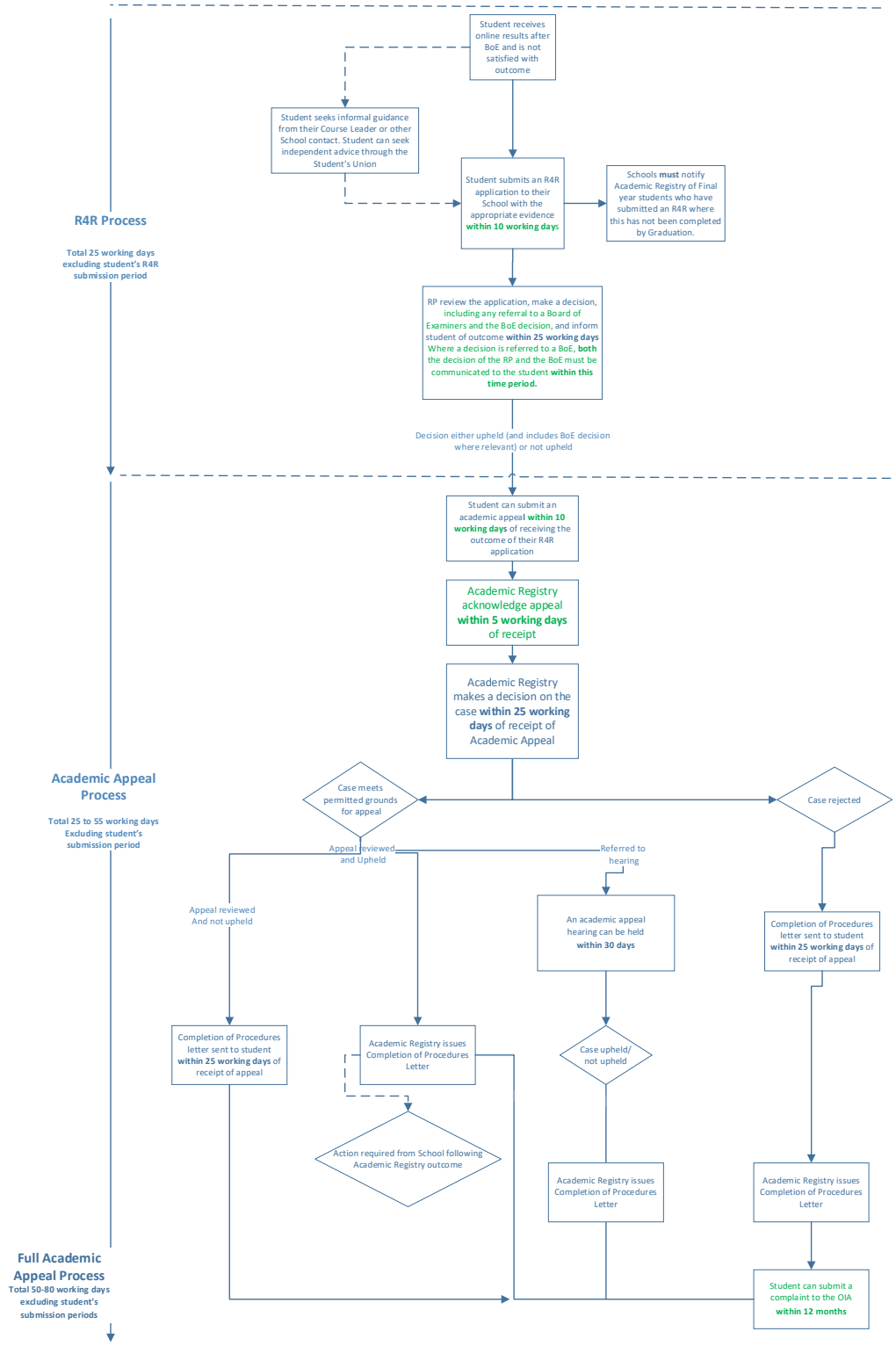Appendix One: Academic Appeals workflow