








No	Activity	Persons				Standard Quality			Description
		Students	DPMS Administration Staff	Academic Coordinator	Course Coordinator	Requirements	Time	Output	
1	Submit an appeal through: a. Deliver the appeal directly to Course Coordinator via email; b. Email to the address: pdik.fkub@gmail.com					Student Appeal is delivered	1 day		Students start to deliver their appeal through DPMS administration staff or directly through course coordinator
2	Administered the student appeals					Students appeals are to be administered	1 day		Appeals that are noted by the DPMS administration staff
3	Every day check the e-mail box (inbox) or serves the students directly					Check email or open discussion with DPMS administration staff	1 day		Academic coordinator check via email
4	Invite Subject Coordinator to discuss the appeal (2 days)					Prepare the discussion trilateral meeting	2 days		Academic coordinator invite students and the course coordinator for a meeting
5	Provide students - subject coordinator meeting (2 days after meeting)					Trilateral meeting	1 days		Academic coordinator meet students and the course coordinator
6	Follow up on appeals						1 days	The appeal is solved	The students appeal are solved



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