

## CORPORATE PROCEDURE

**PROCEDURE NUMBER: ACP780**

**PROCEDURE TITLE: Withdrawal and Redirection Procedure**

**OWNER: Registrar  
Director, Student Services and Success Initiatives**

**APPROVED BY: Senior Leadership Team  
Forthcoming – Consultation with Mohawk College Council**

**EFFECTIVE: December 17, 2008**

**REFERENCE:**

**LINKS TO OTHER PROCEDURES/POLICY:**

### BACKGROUND

This procedure has been developed in collaboration with the Academic Programs/Schools, Counselling, Disability Services and the Registrar's Division. The fundamental principle underlying the procedure is that students who ultimately wish to withdraw from their program of study at Mohawk College should not encounter barriers; however, all options should be explored to retain the student in the program/school, or re-direct him/her to another program in another School, as appropriate. The focus should be on encouraging student persistence wherever possible.

### Postsecondary Program Withdrawal/Re-Direction Procedures

1. The Student Success Advisor (SSA) in the Academic Program area is the first point of contact for all students (except for international students – see Statement # 8) who have expressed a clear intention to withdraw or who are considering withdrawal. Students who indicate their intent to withdraw via email or telephone should be referred to the academic area to begin the process.

The SSA is responsible for working with appropriate individuals (Professors, Academic Program Coordinator, Associate Dean, etc.) within the Program/School to ensure that the student is provided with every opportunity to persist in his/her program or in another program within the School. Interventions at this point will include discussion and application of academic policy, procedures, and practices, as appropriate to support student persistence. .

If the student has disclosed that he/she has a Confidential Academic Accommodation Plan (CAAP), the SSA or another member of the Academic area should contact the Disability Services Case Manager for consultation and referral of the student at this point.

2. If it is determined, after this preliminary consultation process, that the student still wishes to withdraw from his/her current program and/or School, the Program Coordinator or Associate Dean must sign the withdrawal form and refer the student to Counselling or Disability Services (if the student is identified with Disability Services) to explore program options in other Schools.

Prior to referral, the withdrawal form should be completed by the student and the green copy retained by the academic area to facilitate tracking of withdrawals from/by the School.

3. During consultation with the student, the Counsellor or Disability Services Case Manager will follow internal checklists and guidelines to support the process of student withdrawal or re-direction.
4. If the student remains intent on withdrawal, the Counsellor or Disability Services Case Manager will sign off on the withdrawal form and support the student's transition to the community, as required, depending on the student's reason for withdrawal. In the case of voluntary withdrawals, students should be made aware that return to the College is always an option.
5. The Counselling Department will send the completed withdrawal form to the Registrar's Division, and the green copy to the academic area.
6. If a student wishes to withdraw from his/her current program and wants to stay at or come back to Mohawk College, but is unsure of an appropriate program choice, the Counsellor or Disability Services Case Manager should support re-direction and offer the student the option of participating in a Career Planning Re-directions workshop offered by the Counselling Department.
7. If the student has decided on another program choice and wishes to apply for a future semester or year, the Student Success Advisor, the Counsellor or the Disability Services Case Manager will refer him/her to the Registrar's Division.
8. International students who wish to withdraw must first meet with a representative of the International Education Department. Once it has been determined that the student is committed to withdrawal, he/she must be referred to Counselling to have the withdrawal request processed. The Counselling Department then sends the completed documentation to the Registrar's Division where the withdrawal will be completed. The Registrar's Division will send a copy of the withdrawal documentation to International Education, and the green copy of the withdrawal form to the appropriate SSA.

## **Course Withdrawal Procedures**

9. Official withdrawal from a course requires the following steps.

### **Postsecondary Students**

Postsecondary students should use the MoCoMotion postsecondary registration process to withdraw from a course.

- If a student drops a course within the first ten days of classes, the course will be removed from his/her transcript.
- Students who drop a course after ten days, but within ten weeks of the start of classes, will receive an indication of "W" (withdrawn) on their transcript.
- For students who drop a course after their first ten weeks of classes, the transcript will reflect the grade earned.

### **Continuing Education Students**

Continuing Education Students should notify the Continuing Education Registration Office using the web, mail, fax, or in person at least 10 days before the end of the course to avoid academic penalty.

- If a student drops a course at least 10 days before the end of the course, the grade will be reflected as a "W" (withdrawn).
- If a student does not drop the course, or drops within the last 10 days of the course, the grade earned will be reflected on the transcript.
- If a student never attends the course, the grade will be reflected as "UW" (unofficial withdrawal)

### **Apprenticeship Students**

Apprenticeship Students must forward their withdrawal request in writing to Student Services, STARRT Institute

## **Refund Practices**

10. The following refund practices apply.

### **Postsecondary Students**

- An administrative fee per course is withheld if the student withdraws before the second scheduled class, whether or not he/she actually attended.
- No refund will be issued for withdrawals on the day of/after the second scheduled class, whether or not the student actually attended.

- An exception applies to Early Childhood Education, Child & Youth Worker, and Educational Assistant programs. A full refund is issued to students who officially withdraw before the second scheduled class.
- Note: Postsecondary students who have paid full fees, and reduce their workload to part time through individual course withdrawal, may receive a partial tuition refund if they withdraw BEFORE the end of the first ten days of the semester.
- **Note:** The Standard Refund Policy may not apply to seminars, workshops, Travel Education, Corporate Training, Community Training, and Credit for Prior Learning courses.

#### **General Apprenticeship**

- A full refund will be issued, if the student withdraws before classes start.
- If the student attends any of the first three days of class, a \$50.00 administration charge will apply.
- No refund will be available after the third day of classes. No refund will be issued for withdrawals on the day of/after the second scheduled class, whether or not the student actually attended.

#### **REVISION DATE:**

#### **ATTACHMENTS**

#### **SPECIFIC LINKS**