KPU | KWANTLEN POLYTECHNIC UNIVERSITY

ST13 Course Withdrawal Procedure

Category: ST (Students)
Effective Date: September 1, 2024
Approving Jurisdiction: Senate
Administrative Responsibility: Vice President Students

A. Definitions

1. **Academic Advisor:** University staff that are available to guide students in selecting and planning effective programs of study for credential completion, career training and university transfer through individual appointments, as well as to provide referrals to other members of the university community.

2. **Add/drop period:** the period at the beginning of each term during which students can make registration adjustments to their schedule by adding or dropping courses. If a course is dropped during this period there is no record of the enrolment activity on their transcript.

3. **Voluntary Withdrawal (W):** the process for a student to formally withdraw themselves from classes after the end of the add/drop period of the registration cycle, up until the established withdrawal deadline for the term. A 'W' grade is GPA neutral.

4. **Withdrawal Under Extenuating Circumstances (WE):** approved withdrawal from courses or programs past the published voluntary withdrawal deadline. A 'WE' grade is GPA neutral.

B. Procedures

1. There are a variety of reasons why a student may wish to withdraw from their studies. Before doing so, students should seek support to help determine the impact of a voluntary withdrawal or withdrawal under extenuating circumstances:

    1.1. Students are first encouraged to speak with their instructor about strategies or possible options for successfully completing their studies (i.e. an extended deadline, Incomplete Grade Contract, etc.). For additional academic resources, students may wish to seek assistance from the Learning Centres. Students

experiencing barriers due to disabilities are encouraged to contact Accessibility Services.

1.2. Students should discuss their situation with an Academic Advisor to see how withdrawing may impact their academic goals.

1.2.1. International students should discuss their situation with International advising on how withdrawal may impact their permits and other relevant Immigration, Refugees and Citizenship Canada (CIC) requirements.

1.3. Students seeking support with coping strategies may wish to speak to a counsellor.

1.4. Recipients of student loans and university- and donor-funded student awards are advised to consult with Student Awards and Financial Assistance to determine whether there may be an impact on their student loan or award status, and whether assistance may be available to help avoid potential financial hardship or penalties.

1.4.1. Indigenous students who are receiving sponsorship should check with their local Nation for guidance to ensure withdrawal does not affect their sponsorship standing.

1.4.2. Students who receive funding or awards governed and/or administered by organizations and associations external to KPU, including but not limited to research, innovation grants and fellowships, should consult with the Faculty of Graduate Studies to determine whether there may be an impact on their funding status.

1.5. Withdrawal grades are a reflection of the enrolment activity that has occurred, therefore requests to have a withdrawal grade removed from a student's academic record will not be considered. Only in the case of an alleged error made by the university would removal of a withdrawal grade be considered.

1.6. In accordance with the Procedures associated with Policy AC4 Student Evaluation and Grading, all grades are recorded on the student's academic record. If a course that previously received a grade of W or WE is repeated, the higher grade will be used to compute grade point averages and to determine academic standing. Normally, a course may not be repeated more than once.

1.7. To ensure student academic records are maintained with a standard of fairness and consistency, oversight for the approval and issuance of a W or WE grade resides with the University Registrar.

2. Voluntary Withdrawal (W)

2.1. After the Add/Drop period students may no longer drop courses and have them omitted from their academic record. Students may voluntarily withdraw after the end of the add/drop period and before the voluntary withdrawal deadline for a term and receive a grade of 'W' on their record that is GPA neutral.

2.1.1. Procedures related to voluntary withdrawal are established and administered by the University Registrar and/or designate(s).

2.1.2. Students may voluntarily withdraw from classes after the end of the add/drop period of the registration cycle up until the voluntary withdrawal deadline for a term.

2.1.3. Voluntary withdrawals are permitted until the last day of classes for the term. Voluntary withdrawal deadlines for each term will be posted in KPU's online Registration Guide.

2.1.4. Students may not voluntarily withdraw from a course after the voluntary withdrawal deadline has passed.

2.1.5. Students are responsible for familiarizing themselves with the stated withdrawal deadline for the term and are expected to voluntarily withdraw themselves online if seeking a course withdrawal for any reason before the stated deadline.

2.1.6. Tuition fee adjustments will not be issued for courses from which a student has voluntarily withdrawn. Policy, procedure and deadlines related to KPU tuition and fees are outlined in FM8, Student Tuition and Fees.

2.1.7. A voluntary withdrawal appears as a 'W' grade on a student's official transcript and is GPA neutral.

2.1.8. If a student remains registered in a course after the voluntary withdrawal deadline, a final grade for the course will be assigned based on the work completed within the term.

3. **Withdrawal Under Extenuating Circumstances (WE)**

Student-initiated

3.1. Circumstances that are unexpected, extenuating, or beyond the student's control, that arose after the stated voluntary withdrawal deadline, or that prevented a student from withdrawing before the stated withdrawal deadline, will be considered for a withdrawal under extenuating circumstances. Students may request a WE grade only after the voluntary withdrawal deadline for the term has passed, and are encouraged to discuss their situation with an academic advisor prior to requesting for a WE.

3.1.1. Requests for WE are considered by the University Registrar and/or their designate(s).

3.1.2. WE will not be considered on academic grounds.

3.1.3. WE information and related forms are maintained by the Office of the Registrar and are available online or in-person at Student Enrolment Services.

3.1.4. WE requests may be submitted following the voluntary withdrawal deadline, up to 45 days after the end date for the term. Students wishing to submit a request following this deadline must indicate in writing the reasons for requesting a WE, in addition to any supporting documentation.

3.1.4.1. A retroactive WE request may be submitted where circumstances did not allow for a timely WE application. Students wishing to submit a request for a retroactive WE beyond the WE application deadline (45 days after the end date for the term) must submit a personal statement in writing indicating the reasons why a WE application was not made by the stated deadline, and provide supporting documentation. A retroactive WE request may be considered up until such time as a student's credential has been conferred.

3.1.4.2. A retroactive withdrawal will only be considered in extenuating personal circumstances such as a serious physical or mental illness, injury or condition, death of a family member, or similar reasons beyond the student's control which prevented a voluntary withdrawal or the successful completion of the term.

3.1.5. Typically, only complete withdrawals from all courses within the term will be considered. The University recognizes, however, that in rare circumstances a partial withdrawal may be appropriate. Students requesting a partial withdrawal will be required to provide a personal statement in writing indicating the reasons for requesting a partial withdrawal, in addition to supporting documentation that is relevant to the request. The submission should outline why the student was unable to withdraw from the relevant class(es) during the voluntary withdrawal period or how the exceptional circumstance were specific to the class(es) in question. A partial WE will not be considered on academic grounds.

3.1.6. Approval of a WE will not typically result in a tuition fee adjustment. Refund procedures related to KPU tuition and fees are outlined in FM8 Student Tuition and Fees.

3.1.7. All documentation submitted must specifically support the WE request.

3.1.8. Documentation in support of medically-related WE requests must include KPU's Health Care Provider Statement (available on the Student Enrolment Services forms webpage).

3.1.9. Required documentation may include, but is not limited to:

3.1.9.1. KPU's Health Care Provider Statement (accompanied by any other relevant documentation in support of the request)

3.1.9.2. Death certificate or an obituary from an authoritative source

3.1.9.3. Supporting information from a counsellor, instructor, accessibility advisor, or Indigenous Elder

3.1.10. Required documentation that is not in English must be translated by a certified translation service.

3.1.11. Students are responsible for ensuring they are aware of all rules, regulations and deadlines related to withdrawal from courses. Grounds for a WE request that will not be considered include, but are not limited to:

3.1.11.1. Lack of awareness of the University's deadlines or policies

3.1.11.2. Technical issues

3.1.11.3. Anticipated poor grade in the course or if the course has been completed with a passing grade

3.1.11.4. Having a chronic medical condition for which unexpected circumstances have not been demonstrated

3.1.11.5. Personal convenience (including travel plans or attending family functions)

3.1.11.6. Employment circumstances

3.1.11.7. Deciding to attend another institution

3.1.12. The University will endeavor to consult with parties that have information material to the student's WE request.

3.1.13. The University will endeavor to review WE requests within 20 working days of receipt of a complete submission.

3.1.14. Students will receive notification in writing regarding the outcome of their WE request.

3.2. **Reconsideration of a Decision**

3.2.1. If new information becomes available, which was not available at the time the original decision was made, that could reasonably impact the original decision, a Student may request in writing to appeals@kpu.ca that the original decision be reconsidered. The request must be submitted by the Student within six (6) months of receiving the original decision. The Registrar will re-review the original decision, taking into account the new information.

3.3. **Appeal of a Decision**

3.3.1. A Student may appeal a decision regarding the WE request in writing to appeals@kpu.ca within six (6) months of receiving a decision regarding the WE request on the basis of procedural unfairness, which means that the established procedures were not followed or were improperly applied during the adjudication and/or decision-making process.

3.3.1.1. The Chair of the Senate Standing Committee on Appeals will review each request for eligibility based on procedural unfairness to determine whether the request will go before the Appeal Hearing panel.

3.3.1.2. If the Chair of the Senate Standing Committee on Appeals deems that the claim to procedural unfairness is not merited, the Registrar's original decision will be upheld. The Chair's decision

is final and there is no further mechanism for appeal. The student will be informed of the decision.

3.3.1.2.1. All appeals under the Policy and these procedures will be subject to and will proceed in accordance with published mandate of the Senate Standing Committee on Appeals and these procedures. Students seeking to file an appeal under the Policy and these procedures should refer to the Committee's mandate and these procedures prior to filing an appeal.

3.3.1.2.2. Any decision of the Hearing Panel in respect of a Student's appeal under the Policy and these procedures is final and there is no further right to appeal.

3.4. **Records Retention**

3.4.1. Records created as a result of actions taken under the Policy and these procedures shall be marked as confidential, and managed in a centralized location as approved by the Office of the Registrar.

University-initiated

3.5. In the following situations, the University may apply a 'WE' grade for the applicable course(s) as a measure for safeguarding the student's academic standing:

3.5.1. In the event of the death of a student prior to the completion of the term where an Aegrotat (AE) grade is not deemed suitable.

3.5.2. Where, through KPU's Behaviour Intervention Team (BIT), the University identifies a concern for the safety, security or wellbeing of a student and/or the community, resulting in a student taking a leave from their studies.

3.5.2.1. Once the BIT has concluded its investigation, it will make a recommendation to the Vice President, Students, which may include a University-initiated WE.

3.5.2.2. Policy, procedure and deadlines related to KPU tuition and fees are outlined in KPU Policy FM8, Student Tuition and Fees. Where appropriate, and on the recommendation of the

Vice President, Students, KPU Policy FM8 may be set aside in cases of University-initiated WE's so that a refund or reversal of tuition and fees can occur.

C. Related Policies

AC4 Student Evaluation and Grading Policy
FM8 Student Tuition and Fees Policy
IM8 Privacy Policy
ST1 Student Awards Policy
ST6 Academic Standing Policy
ST7 Student Conduct (Non-Academic) Policy
ST11 Attendance and Performance in Semester and Other Term Based Courses Policy
ST13 Course Withdrawal Policy