

Policy History
Policy No. ST13
Approving Jurisdiction: Senate
Administrative Responsibility: Provost and Vice President Academic
Effective Date: September 1, 2019

Course Withdrawal Procedure

A. DEFINITIONS

1. **Add/drop period:** once a term/instructional cycle has started there is a defined period of time whereby a student may adjust their course enrolment. If a course is dropped during this period there is no record of the enrolment activity on their transcript.
2. **Voluntary Withdrawal (W):** the process for a student to formally withdraw themselves from classes (or a program for limited intake programs) after the end of the add/drop period of the registration cycle, up until the established withdrawal deadline for the term/instructional cycle. A 'W' grade is GPA neutral.
3. **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 and/or withdrawal under extenuating circumstances:
 - a. 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.
 - b. Students should discuss their situation with an academic advisor to see how withdrawing may impact their academic goals.
 - c. Students seeking support with coping strategies may also wish to speak to a counsellor.
 - d. Student loan recipients are advised to consult with Student Awards and Financial Assistance to determine whether there may be an impact on their student loan status, and whether assistance may be available to help avoid potential financial hardship and/or penalties.

- e. 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.
- f. 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)

- a. Following the Add/Drop period students may no longer drop courses and have them omitted from their academic record. Students may voluntarily withdraw following the end of the add/drop period and prior to the voluntary withdrawal deadline for a term/instructional cycle and receive a grade of 'W' on their record that is GPA neutral.
 - i. Procedures related to voluntary withdrawal are established and administered by the University Registrar and/or their designate(s).
 - ii. Students may voluntarily withdraw from classes following the end of the add/drop period of the registration cycle up until the voluntary withdrawal deadline for a term.
 - iii. Voluntary withdrawals are permitted until 66% of a course's instructional cycle. Voluntary withdrawal deadlines will be posted in KPU's online Registration Guide.
 - iv. Students may not voluntarily withdraw from a course after the voluntary withdrawal deadline has passed.
 - v. 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*.
 - vi. A voluntary withdrawal appears as a 'W' grade on a student's official transcript and is GPA neutral.
 - vii. If a student remains registered in a course beyond the voluntary withdrawal deadline, a final grade for the course will be assigned based on the work completed within the term/instructional cycle.

3. Withdrawal Under Extenuating Circumstances (WE)

Student-initiated

- a. Students may request a WE grade for withdrawals necessitated by circumstances that are unexpected, extenuating, or beyond the student's control.
 - i. Requests for WE are considered by the University Registrar and/or their designate(s).
 - ii. WE information and related forms are maintained by the Office of the Registrar and are available online or in-person at one of their office locations.
 - iii. WE requests may be submitted following the voluntary withdrawal deadline, up to 30 days after the term/instructional cycle end date. Students wishing to

submit a request following this deadline must present justification in writing in addition to any supporting documentation.

- iv. Typically, only complete withdrawals from all courses within the term/instructional cycle 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 justification in support of their request.
 - v. Approval of a WE will not result in a tuition fee adjustment. Policy, procedure and deadlines related to KPU tuition and fees are outlined in FM8, *Student Tuition and Fees*.
 - vi. All documentation submitted must specifically support the WE request.
 - vii. Documentation in support of medically-related WE requests must include KPU's Health Care Provider Statement (available on the Student Enrolment Services forms webpage).
 - viii. Acceptable documentation includes, but is not limited to:
 - 1) KPU's Health Care Provider Statement (accompanied by any other relevant documentation in support of the request)
 - 2) Death certificate or an obituary from an authoritative source
 - 3) Supporting information from a counsellor, instructor, or Indigenous elder
 - ix. 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:
 - 1) Lack of awareness of the University's deadlines or policies
 - 2) Technical issues
 - 3) Anticipated poor grade in the course
 - 4) Personal convenience (including travel plans or attending family functions)
 - 5) Employment circumstances
 - 6) Deciding to attend another institution
 - x. The University will endeavor to consult with parties that have information material to the student's WE request.
 - xi. The University will endeavor to review WE requests within 20 working days of receipt of a complete submission.
 - xii. Students will receive notification in writing regarding the outcome of their WE request.
- b. Appeal of a Decision
- i. A Student may appeal a decision, as applicable and within 30 days of receiving a decision regarding the WE request, to the Senate Standing Committee on Appeals only on the basis of:

- 1) Procedural unfairness, which means that established procedures were not followed or were improperly applied during the investigation and/or decision making process; and/or
 - 2) New information available, which could not have been made at the time of the investigation, that could reasonably have impacted the decision.
- ii. 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.
 - iii. Any decision of the Senate Standing Committee on Appeals in respect of a Student's appeal under the Policy and these procedures is final and there is no further right to appeal.
- c. Records Retention
- i. Records created as a result of actions taken under the Policy and these procedures shall be marked as confidential, and managed in accordance with the University's *Directory of Records and Retention Schedule*.

University-initiated

- d. 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:
 - i. In the event of the death of a student prior to the completion of the term/instructional cycle where an Aegrotat (AE) grade is not deemed suitable.
 - ii. 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.
 - 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.
 - 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.

RELATED POLICIES

AC4 Student Evaluation and Grading

FM8 Student Tuition and Fees

ST1 Attendance and Performance in Individualized Continuous Intake Programs

ST6 Minimum Academic Standards for Programs in Which Letter Grades Are Assigned

ST7 Student Conduct (Non-Academic)

ST11 Attendance and Performance in Semester and Other Term Based Courses
ST13 Course Withdrawal Policy