

Online WD/LOA with Exit Survey
College Advising Business Process
Revised 4/15/16

The online WD process with links to the exit survey was piloted at Kresge and will be implemented at **all colleges beginning spring quarter, 3/28/16.**

STUDENT:

1. Students will be directed to the online form through the Advising website: <https://advising.ucsc.edu/procedures/time-off/>
2. Students authenticate with CruzID and Gold password.
3. Students complete all questions and click Submit. After the fourth screen of the withdrawal form, they will be asked several exit survey questions (this takes 5-10 minutes). The answers to these questions will *not* be captured on the online withdrawal form received by the college.

**** If students cannot access the online form - or complete a paper form instead - the college advising office will process the withdrawal in the old way. The pdf form is available at the link below, which can be shared with those students who are not able to complete the online form:**

<https://advising.ucsc.edu/advisers/policies-proc/docs/WD-LOA-petition1.pdf>

Once a student submits their request for withdrawal/LOA, an email is sent through the IRAPS system to the general college advising email address:

- The subject line of the email includes name, SID, and whether a withdrawal or LOA was requested.
- The email text indicates whether this is a request for mid-quarter withdrawal, or a withdrawal effective at the end of the current, previous or future quarter. The primary reason for withdrawal is listed at the bottom of the email.
- If a leave of absence is requested, the desired return term is listed.
- The student is asked to input “today’s date” when completing the form; this date will appear in the email the college receives. The college must make an assessment regarding the appropriate effective date, if it will not be the date of receipt of the online form (see additional information below)
- The email text will indicate whether the student has self-reported an F-1 or J-1 visa, whether they are an EOP student, whether they are insured with UC SHIP, and whether they are living in university housing.

COLLEGE ADVISING OFFICE

- If the student is on F-1 or J-1 visa, consult with IEO prior to approving.
- If anything about the withdrawal request requires a follow-up conversation with the student, the college adviser contacts the student for clarification. This includes contacting the student to request medical documentation if it is past the withdraw deadline for the quarter.

- The College adviser identifies effective date – this review process should mirror that previously used with the paper form. If this is the first notification advisers have received of the student’s intent to withdraw, the effective date should be the date the email is received.

Though most email notifications are immediate, they can take 1-4 hours to generate. If the date entered by the student is the day before the date the email is received, the college adviser will need to determine the *date the student submitted* the online form. If the student contacted the college on an earlier date stating intent to withdraw, that earlier date should be used as the effective date.

- Enters AIS checklist when email is received, example text:

Reason: financial
Effective Date: 10/27/15
Leave approved, returning Winter 2017

- The College copies the checklist text and includes it in an email reply (to the original withdrawal email) to withdraw@ucsc.edu, with copies to their college housing office (if the student lives on campus) and to istudent@ucsc.edu if it is for an international student. The adviser processing the request should leave their name. Example email text:

Approved LOA

Reason: financial
Effective Date: 10/27/15
Leave approved, returning Winter 2017

Thank you, Kalin McGraw

- Any changes to the student’s request, or denials or LOA should be highlighted in the email response (for example, use the text “*LOA denied, process as WD only*”)
- **Late or retroactive medical withdrawals** with immediate readmission will follow a process similar to that done with paper withdrawals. The College should clearly indicate, in their email response, that the student’s classes should be retained pending readmission. Example:

Retroactive Withdrawal
***please leave Spring classes, readmission in progress*

Reason: medical
Effective Date: 2/27/15

Thank you, Kalin McGraw

- The college sends a separate confirmation email to the student with follow-up information that includes referrals to appropriate offices re: cancellation of housing, continuation of insurance, conditions of readmission (if any), readmission process, etc.

- The college prints the approval email, as sent to withdraw@ucsc.edu, for the student's record. Confirmation emails, if needed, can also be accessed via the "sent" folder in the college email.
- The email notification that the student receives indicates that they will hear from their advising office within four business days, so either an inquiry or the final confirmation email should be sent within that time period.

****Efficiency / Recommendation:** *set gmail filters in college advising email to tag the WD/LOA emails in Google mail (example: "Withdrawal - Online Process") so that online withdrawals may be easily accessed and audited.*

Change of return term:

- In the event that the student wishes to change their LOA return term, the college will forward the original approval email to the Registrar's Office with an indication of the new return term that has been approved. The college should update the comments in the WREQS checklist to include any revisions to the return quarter.

Attendance and financial aid:

Students who answer "No" to the question *Were you enrolled?* will not have to answer the question *Did you attend classes?*. Colleges should confirm whether the student was enrolled; if the student indicated they were not but they actually ARE enrolled, the college should ask the student if they attended classes (since they would not have had the opportunity to answer this question). In these cases, the college should include the following in the body of the email:

"Student is enrolled, confirmed that student did not attend any classes"

or

"Student is enrolled, confirmed that the student attended classes"

Without this information, the financial aid office cannot process the withdrawal on their end and students who are expecting a refund of fees will experience longer delays.

REGISTRAR'S OFFICE:

- Checks for financial aid status; if student is an aid recipient, will forward information to FASO.
- Processes withdrawal, cancellation, or leave of absence as appropriate, depending on the effective date and nature of request.

FINANCIAL AID AND SCHOLARSHIP OFFICE:

- Processes aid as appropriate.

IRAPS:

- Gathers and processes exit survey data.

Possible/Suggested Email Responses for the Student:

WITHDRAWAL

Subject: Withdrawal approved (Last name or Full name)

Hi _____,

I have received and processed your withdrawal (please see your withdrawal notification below). I've sent your approved request to the Registrar's Office, which will cancel your class enrollment. From there, Financial Aid and Student Business Services are automatically notified. For more information on how fees are adjusted after withdrawal, please refer to [The Navigator: Financial Implications of Withdrawal](#) (additional information items are located in the left-hand menu of this page). Please note that it can take several weeks for your fees to be adjusted and/or charges reversed.

On-Campus Housing:

If you live on campus, you need to visit your Housing to file separate cancellation paperwork. You may be charged for all days that you have the key, after your withdrawal is complete.

Returning to UCSC:

Please know you are welcome to return to UCSC in the future -- we would love to help you earn your degree. When you decide to return, you will be asked to complete an application for readmission. More information (and the application itself) can be found here: <http://advising.ucsc.edu/procedures/readmission/>. Readmission deadlines fall several months before the start of each quarter, so it will be important to plan ahead. Contact our office if you have questions.

Coursework While Away:

Please be careful if you take any transfer classes during your time off. Students who begin at UCSC as a freshman have a total of 15 quarters of eligibility, and transfer students have 9 quarters of eligibility. Every 15 credits you earn in transfer credits will equal 1 quarter of eligibility. If you take any transfer credits during your time off, you need to make sure that you will have enough time to finish your degree once you return to UCSC.

If you...

- Are away from UCSC for more than 2 quarters, you will need to complete a new Statement of Legal Residence. More information about this requirement can be found in the [Residency FAQ's](#).
- Take more than 2 years away from UCSC, you will have to adhere to any new academic policies in effect at that time. If you come back sooner, then you will be able to follow the same catalog that you entered with. Here is more information about catalog rights: <http://registrar.ucsc.edu/navigator/section1/catalog-rights.html>
- Have university health insurance, you can continue in your plan for one quarter after withdrawing by contacting [831-459-2389](tel:831-459-2389).

Email:

Your email will remain active for 12 months after you withdraw. After the 12 month period has expired, your UCSC accounts will be closed unless an extension is requested. A notice will be sent from the ITS Support Center in advance of account closure.

Finally, it was a pleasure working with you. Please know that you are welcome to stay in touch even while you are not an active student - we'd like to be a resource as you prepare for a potential return to UCSC and college.

Take care,

LEAVE OF ABSENCE

Subject: Leave of Absence Approved (Last name or Full name)

Hi -----,

I have received and processed your leave of absence (please see your withdrawal notification below). I've sent your approved request to the Registrar's Office, which will cancel your class enrollment. From there, Financial Aid and Student Business Services are also automatically notified. For more information on how fees are adjusted after withdrawal, please refer to [The Navigator: Financial Implications of Withdrawal](#) (additional information items are located in the left-hand menu of this page). Please note that it can take several weeks for your fees to be adjusted and/or charges reversed.

Major/Minor Department Advising:

I recommend that you meet with your department adviser to map out a plan for your remaining required courses. Sometimes courses are only offered in specific quarters, so it's good to redraft your academic plan to account for this.

Enrollment:

Keep in mind that you will enroll in classes during your an appointment time, so be sure to check your myUCSC portal to see when you'll do this.

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Take care,