Process Name: Administrative Withdrawal Within or Outside a Term

Date: November 15, 2005

Time: 1:42 p.m.

Location: BAB 202

Participants:

Session Lead:

Narrative/Description: Students commonly request to be withdrawn (or backed out of the system) from courses after the withdrawal date and even after the term is competed. There are two basic types of request: 1) the student makes a special request to be allowed to withdraw from classes after the deadline by contacting Student Support Services or some other administrative official, and 2) the student makes a special request to an administrative official to be withdrawn/"backed out" of the system after the term is completed.

The initial request will either be denied, stopping the process, or approved and forwarded to the Registrar for review. If a request is denied by the Registrar, the student may appeal to a higher authority within the University. If no appeal is made the process ends. Any approved appeal is forwarded back to the registrar for processing.

All documents supporting a request are forwarded to the Imaging Center for scanning and shredding.

All approved requests are processed through appropriate screens in SIS and then the Controller Office recalculates any tuition and fees for refunding to the student. If no refund is required, holds may need to be removed from the student record. In addition, financial Assistance is notified of the adjustments for a determination if any financial assistance funds need to be repaid.

Electronic Inputs: None

Manual/Paper Inputs: SIS screens may be changed or updated.

Key Decision Points (list all): Administrator must make decision if request is warranted and justified.

Related Policy(s): None

Interface to Other Systems: None

Web Features: None

Electronic Outputs: Refund of tuition and fees.

Manual/Paper Outputs: Printed receipts
Sul Ross State University  
Business Process Analysis – Student Module

<table>
<thead>
<tr>
<th>Customer(s):</th>
<th>Student, FAO, Controller, Cashier’s, possible outside Collection Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regulatory Items:</td>
<td>None</td>
</tr>
<tr>
<td>Frequency/Volume:</td>
<td>12 – 20 times a semester</td>
</tr>
<tr>
<td>Potential Break Points:</td>
<td>SIS data not correctly manipulated</td>
</tr>
<tr>
<td>Automation:</td>
<td>None</td>
</tr>
<tr>
<td>Issues:</td>
<td>Causes possible audit exceptions, reports need correcting, loss of funds for university</td>
</tr>
</tbody>
</table>

NOTE: In all the narratives the term “Registrar” may represent the Registrar in Alpine or the Director of Admissions and Records at Rio Grande College. The term “associate Registrar” may represent the Associate Registrar in Alpine and/or the Records Administrator at Rio Grande College.