

# WITHDRAWALS AND APPEALS

## Withdrawals

Students may withdraw without any academic penalty until the 'Last Day to Withdraw.' Refer to the academic calendar for deadline dates for withdrawals. No withdrawals will be processed after the 'Last Day to Withdraw.' Students must notify the Registrar's Office by completing the withdrawal form (<http://www.jsu.edu/registrar/term-or-part-of-term-withdrawal.html>).

*Students who withdraw during a semester (or part of term) may not petition for reinstatement during the semester (or part of term) in which the withdrawal occurred.*

Any student who has registered, but does not wish to attend, must notify the Registrar's Office by completing the withdrawal form (<http://www.jsu.edu/registrar/term-or-part-of-term-withdrawal.html>) by the last day to register for the semester (or part of term) to receive a full refund of tuition charged. Failure to assure this notification may result in academic and financial penalty. Please contact housing for residence hall refund policy. Students who are scheduled to receive financial aid must also notify the Office of Financial Aid in writing (fax or mail) or JSU email by the last day to register for the semester to cancel their financial aid. Students who fail to notify the Office of Financial Aid will be subject to financial penalty.

## Hardship Withdrawal

Hardship Withdrawals are only considered for serious extenuating circumstances that prevent a student from continuing or completing coursework occurring when it is past the last date to drop or withdraw and incompletes or other arrangements with instructors are not feasible. Examples of extenuating circumstances for which a student may request a Hardship Withdrawal may include physical and/or psychological illness, serious illness or death of an immediate family member, or other special circumstances. A Hardship Withdrawal under this policy is voluntary by the student and subject to approval by Jacksonville State University (JSU). Eligibility for Hardship Withdrawal is limited to students who have not taken final exams or otherwise completed course work for a final grade.

A Hardship Withdrawal, when approved, withdraws a student from all courses for a given semester/term. Students are not allowed to hardship withdraw from individual courses, with the following exceptions:

1. When a student is enrolled in clinical, physical education, and/or other courses in which the student cannot meet the essential requirements of the course. For example, a student may be enrolled in a physical education course and becomes unable to participate in the course due to an injury. The student could hardship withdraw from the physical education course and remain enrolled in other courses.
2. When a student is enrolled in multiple parts of a term. For example, the fall semester at JSU includes three separate parts (full Fall Term, Fall A, and Fall B). It would be possible, if approved, for a student to complete coursework in Fall A and to hardship withdraw from Fall B. In this example, the student would not be hardship withdrawn from the entire Fall semester, but rather only from all courses in Fall B.

## Current Term Withdrawal

Students who wish to withdraw from courses prior to the last day to drop or withdraw should follow the normal Withdrawal process through the

Registrar's Office. The deadline to apply for a Current Term Withdrawal shall be the last day of classes for the current term.

## Retroactive Term Withdrawal

A student who left the university due to an extenuating circumstance without officially withdrawing during the term of departure may apply for a retroactive withdrawal. Absent extraordinary and compelling circumstances which would prevent a timely request, a student must request a retroactive withdrawal within 60 days after the end of the academic term for which the hardship withdrawal is considered.

## PROCEDURE

1. To request a Hardship Withdrawal, the student must complete the Hardship Withdrawal Request Form available on the Student Affairs website or via hard copy at 102 Angle Hall.

2. Along with the request form, supporting documentation must be submitted. Examples of supporting documentation include:

- Physical Extenuating Circumstances (such as bodily injury, invasive surgery, unexpected physical disability preventing completion of coursework, etc.)
- Recommendation for Hardship Withdrawal Form is available to download on the Student Affairs website or via hard copy at 102 Angle Hall.
- Psychological Extenuating Circumstances (such as extreme mental duress suffered from traumatic experiences, of the severity and frequency to prevent completion of course work)
- Recommendation for Hardship Withdrawal Form is available to download on the Student Affairs website or via hard copy at 102 Angle Hall; or
- Letter from a professional counselor or JSU Counseling Services (whichever is the main provider) that includes dates of treatment and a clear recommendation of whether a hardship withdrawal should be granted.
- Personal Extenuating Circumstances (such as significant change in financial status or personal tragedy such as the death of loved one or domestic disruptions, to the degree to prevent completion of course work.)
- Divorce papers, police reports, obituaries, medical documentation, financial statements, or other supporting documentation pertinent to the extenuating circumstance.

3. Once all documentation is received, the request will be reviewed by the Vice President for Student Affairs within 5-7 business days. The internal process for reviewing the withdrawal request is a fully automated workflow that begins with the Vice President for Student Affairs Office and follows with review by the following offices, as applicable:

- Financial Aid
- University Housing
- Veteran Services
- Student Accounts
- Registrar

· Vice President for Student Affairs

4. Students will be notified via their JSU email, which is the official means of communication between the university and students, of the decision to approve or deny the application.

### Granted Withdrawal

Once a Hardship Withdrawal has been approved, the Office of the Registrar will assign a grade of "W" on the official transcript. The effective date of an approved current term withdrawal will be the date of the student's request, unless otherwise determined by federal Title IV regulations. The effective date of an approved retroactive term withdrawal will be the last date of the semester, unless otherwise determined by federal Title IV regulations. The student is still responsible for any tuition and fees associated with the term/semester in which the Hardship Withdrawal applies.

### Denied Withdrawal

If a student disagrees with a decision rendered by the Vice President for Student Affairs regarding a Hardship Withdrawal from JSU, the student can request an appeal in writing to [studentaffairs@jsu.edu](mailto:studentaffairs@jsu.edu) within three business days of the initial decision. The Hardship Withdrawal Appeal Committee will review the decision by the Vice President for Student Affairs and the documentation submitted by the student. The Committee has authority to request additional information, as necessary. The Committee will render a decision within 10 business days of receipt of appeal request. The Hardship Withdrawal Appeal Committee decision is final.

Other steps to complete when applying for a Hardship Withdrawal:

#### 1. University Housing

· Properly check out of the Residence Hall to avoid fees and charges

#### 2. Dining Plan

· Contact Dining Services to cancel the meal plan

### Financial Implications of a Hardship Withdrawal Financial Aid

Students who receive federal/state student aid, scholarships, and/or other types of financial support should consult with the Financial Aid Office and Scholarship Office for an assessment of the impact of a withdrawal PRIOR to initiating the request for a Hardship Withdrawal. All students receiving financial aid must meet minimum standards of financial aid satisfactory academic progress, including completion of at least 67% of credits attempted. This requirement applies to all courses attempted, even if they are withdrawn due to hardship reasons. Additionally, withdrawal from courses prior to the end of a term may result in immediate repayment of financial aid funds to Jacksonville State University and/or the U.S. Department of Education.

### Veterans or Military Educational Benefits

If a student uses either a Veteran or Military Educational Benefit through the State VA, Federal VA, or branch of service, the student pursuing a Hardship Withdrawal could have adverse financial effects. Students should consult with Military and Post Traditional Services prior to submitting the Hardship Withdrawal to see exactly how the Hardship Withdrawal will affect the student's benefits.

### Tuition Refunds for Current Term Hardship Withdrawal

Tuition refunds are made in accordance with the University refund schedule. Refunds will not be given for Hardship Withdrawals after the

dates indicated in the refund schedule. The refund schedule may be accessed at <http://www.jsu.edu/bursar/refundpolicy.html>.

### Tuition Refunds for Retroactive Term Hardship Withdrawal

No tuition or fees will be refunded for a retroactive withdrawal.

### University Housing

Refunds for a current term Hardship Withdrawal will be prorated by using a daily rate based on the date the student checks out of their housing assignment. There are no refunds of University Housing fees for a Retroactive Hardship Withdrawal.

### Dining Plan

Refunds for a current term Hardship Withdrawal will be prorated by using a daily rate based on the date the student checks out of their housing assignment and the portion of the Dining Plan that has already been used. There are no refunds of Dining Plan fees for a Retroactive Withdrawal.

### Military Withdrawal

A Military Withdrawal is necessary when service members receive official military orders requiring military service such as deployments or extended mobilizations. When this official military service affects the ability of the service member to be successful in their classes they can file for a Military Withdrawal.

Service members that are considering this Military Withdrawal should consult with the Office of Veteran Services, Student Financial Services, and Residence Life (if applicable) before submitting the Military Withdrawal to see what financial repercussions, if any, the student will face. *Military dependents negatively affected by deployments or extended mobilizations should use the Medical/Compassionate Withdrawal process through the Office of the Vice President for Student Affairs.*

If approved, the service member will be subject to all JSU refund and academic penalty policies. If you have questions about Military Withdrawals or registering at JSU in the future, please contact the Office of Veteran Services at 256-782-8838 or [veterans@jsu.edu](mailto:veterans@jsu.edu).

Students receiving federal financial aid should meet with Office of Financial Aid to determine the effect that the withdrawal will have on financial aid.

## Appeal Ineligible Status Readmission Process

When a student has been removed from graduate study for failing to meet scholastic or other degree requirements, the student may appeal for readmission. Once the student initiates the appeals process, it may take at least one semester for resolution. A student can only appeal for readmission one time during the pursuit of any graduate degree at JSU. The following procedure is available for students who have been declared ineligible to continue as graduate students:

1. The student may submit a written request for readmission to the Dean of Graduate Studies. The written request should address the reasons why it would receive favorable action.
2. The written request may be a letter sent through the mail, an e-mail from an official JSU email address, or a letter scanned and sent as an attachment from a non-JSU e-mail address. All emails should be directed to [graddean@jsu.edu](mailto:graddean@jsu.edu).
3. Upon receipt of the written request, the Dean of Graduate Studies will consult the Department Chair and Advisor of the student's major

to reach a decision on whether or not the student's appeal will be granted. The student will be notified of this decision via e-mail.

4. If the student's appeal is not granted, the student may submit a written request to the Dean of Graduate Studies for a meeting with an Appeals Committee. (Please see #2 for the forms the written request may take.)
5. Upon receipt of the written request, the Dean of Graduate Studies will schedule the meeting of the Appeals Committee and notify the student of its date, time, and location.
6. The Appeals Committee will be appointed by the Dean and will be composed of members from the graduate faculty. The committee will be chaired by the Dean of Graduate Studies.
7. The committee will be provided with all available documents, including the student's written request for appeal and the student's undergraduate and graduate course history.
8. The student will be afforded the opportunity to attend the Appeals Committee meeting and to provide additional, relevant information in support of his or her request for readmission. This is an administrative hearing and is limited to the committee members, the Dean of Graduate Studies, and the student.
9. The student will be notified of the decision made by the Appeals Committee in writing within 14 working days from the date of the meeting with the Appeals Committee. The final decision rests with the committee and is not open to further appeal.