

**Appendix A: Loyalist College Program Withdrawal Process**

**Student Initiated – Registered Status**

Responsibility	Process
<p>Student initiates process through a variety of means:</p>	<p>Email Enrolment Services (ES)</p> <ul style="list-style-type: none"> <li>- Respond with direction to complete official form and meet with Student Success Mentor (SSM) via Student Services’ Hub Desk (the HUB)</li> <li>- Copy SSM on communication</li> <li>- Make notation in Banner in SPACMNT</li> </ul> <p>In person at Enrolment Services</p> <ul style="list-style-type: none"> <li>- Provide assistance with withdrawal form and information on process</li> <li>- Direct to the HUB to make appointment with SSM</li> <li>- Make notation in Banner in SPACMNT</li> </ul> <p>Email Faculty or non-SS or ES Staff</p> <ul style="list-style-type: none"> <li>- Respond with direction to complete official form and meet with SSM via the HUB</li> <li>- Copy SSM and appropriate ES representative on communication</li> <li>- ES representative will make notation in Banner in SPACMNT</li> </ul> <p>In person Faculty or non-SS or ES Staff</p> <ul style="list-style-type: none"> <li>- Provide assistance with withdrawal form and information on process</li> <li>- Direct to the HUB to make appointment with SSM</li> <li>- If no-one is available leave message at the HUB and follow-up with email to SSM and appropriate ES representative who will make notation in SPACMNT</li> </ul> <p>Email Student Success Mentor</p> <ul style="list-style-type: none"> <li>- Respond with direction to complete official form and schedule appointment (in-person or via distance)</li> <li>- Make notation in Penelope</li> </ul> <p>In person Student Services Hub</p> <ul style="list-style-type: none"> <li>- As below</li> </ul>

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Student Services Hub	<ul style="list-style-type: none"> <li>- Withdrawal form accepted</li> <li>- SS HUB Processing</li> <li>- Scheduled with high priority</li> </ul>
Student Success Mentor advises/discusses options with student	<ul style="list-style-type: none"> <li>- Reviews completed Withdrawal Form</li> <li>- Exit interview strategy</li> <li>- Recruit back process enacted</li> <li>- Collects information and any relevant paperwork (including medical notes)</li> <li>- Sends email to inform: Coordinator, Dean, AV, Technology Services, Library</li> <li>- Delivers completed form to Registrar or designate</li> </ul>
Registrar signs and approves forms	<ul style="list-style-type: none"> <li>- Notes specifics for refunds/grade coding based on existing policy</li> <li>- Assesses exceptions on an individual basis for tuition, ancillary or additional program costs based on recommendations</li> <li>- Delivers signed forms to Financial Aid Officer for coding</li> </ul>
Financial Aid Officer reviews student loan file (if available)	<ul style="list-style-type: none"> <li>- Signs and note specifics for direction of approved refunds</li> <li>- Delivers completed forms to ES Officer for coding</li> </ul>
Enrolment Services Officer completes coding (reverses fees/retains admin fee)	<ul style="list-style-type: none"> <li>- Inserts SFAWRDL record</li> <li>- Checks SPACMNT for any relevant notations to add</li> <li>- Sends to Accounts Receivable (AR) for final processing</li> </ul>
Accounting processes/adjusts AR record	<ul style="list-style-type: none"> <li>- based on notes</li> <li>- Return to ES Welcome</li> </ul>
ES Welcome Desk scans and electronically files completed forms	<ul style="list-style-type: none"> <li>- P:/Registrar/Withdrawals (SS and ES = Full access)</li> <li>- Last Name, First Name – Student #</li> </ul>

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**Loyalist College Withdrawal Process  
Faculty Identified – No Show**

Responsibility	Process
Registrar's Office requests a list of students who have not attended any classes by day five (5)	- Sends to SSM
Student Success Mentor advises students of potential status via email	- Copies ESO
Student initiates process by not attending classes in the first 10 days of class	- Student does not communicate with any department of the College
Faculty advises SSM of no-show status on day 10	- Appropriate follow-up (two (2) attempts) - Advises ES Officer of outcome by day 15
Enrolment Services Officer completes coding	- Removes registration status - Codes as no-show (reverses fees/retains admin fee)
Faculty ensures that students who are not registered are not allowed to attend class	- Sends a list of affected students to ES
If student wishes to be reinstated, they must have Dean's approval and ensure payment or payment plan is in place	

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**Loyalist College Withdrawal Process  
 Accounting Identified – Non-payment**

Responsibility	Process
Accounts Receivable / Enrolment Services Officer runs job to determine non-payment	<ul style="list-style-type: none"> <li>- Advises students of status via email in by day five (5)</li> <li>- Copies SSM</li> </ul>
Student initiates withdrawal process by not paying fees or making arrangements to pay fees by deadline	
Accounts Receivable advises Registrar's office of non-payment status	
Enrolment Services Officer completes coding	<ul style="list-style-type: none"> <li>- Removes registration status</li> <li>- Codes as WW (reverses fees/retains admin fee)</li> </ul>
Faculty ensures that students who are not registered are not allowed to attend class	<ul style="list-style-type: none"> <li>- Sends affected students to AR in 2H1</li> </ul>
Student if student wishes to be reinstated, they must have Dean's approval and ensure payment or payment plan is in place	