Appendix A: Loyalist College Program Withdrawal Process

Student Initiated – Registered Status

Responsibility	Process
Student initiates process through a variety of means:	Email Enrolment Services (ES) - Respond with direction to complete official form and meet with Student Success Mentor (SSM) via Student Services' Hub Desk (the HUB) - Copy SSM on communication - Make notation in Banner in SPACMNT In person at Enrolment Services - Provide assistance with withdrawal form and information on process - Direct to the HUB to make appointment with SSM - Make notation in Banner in SPACMNT Email Faculty or non-SS or ES Staff - Respond with direction to complete official form and meet with SSM via the HUB - Copy SSM and appropriate ES representative on communication - ES representative will make notation in Banner in SPACMNT In person Faculty or non-SS or ES Staff - Provide assistance with withdrawal form and information on process - Direct to the HUB to make appointment with SSM - 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 Email Student Success Mentor - Respond with direction to complete official form and schedule appointment (in-person or via distance) - Make notation in Penelope In person Student Services Hub - As below

Appendix A: Loyalist College Program Withdrawal Process

Student Services Hub	- Withdrawal form accepted - SS HUB Processing - Scheduled with high priority
Student Success Mentor advises/discusses options with student	- Reviews completed Withdrawal Form - Exit interview strategy - Recruit back process enacted - Collects information and any relevant paperwork (including medical notes) - Sends email to inform: Coordinator, Dean, AV, Technology Services, Library - Delivers completed form to Registrar or designate
Registrar signs and approves forms	- Notes specifics for refunds/grade coding based on existing policy - Assesses exceptions on an individual basis for tuition, ancillary or additional program costs based on recommendations - Delivers signed forms to Financial Aid Officer for coding
Financial Aid Officer reviews student loan file (if available)	- Signs and note specifics for direction of approved refunds - Delivers completed forms to ES Officer for coding
Enrolment Services Officer completes coding (reverses fees/retains admin fee)	- Inserts SFAWRDL record - Checks SPACMNT for any relevant notations to add - Sends to Accounts Receivable (AR) for final processing
Accounting processes/adjusts AR record	- based on notes - Return to ES Welcome
ES Welcome Desk scans and electronically files completed forms	- P:/Registrar/Withdrawals (SS and ES = Full access) - Last Name, First Name – Student #

Appendix A: Loyalist College Program Withdrawal Process

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	

Appendix A: Loyalist College Program Withdrawal Process

Loyalist College Withdrawal Process
Accounting Identified – Non-payment

Responsibility	Process
Accounts Receivable / Enrolment Services Officer runs job to determine non-payment	- Advises students of status via email in by day five (5) - Copies SSM
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	- Removes registration status - Codes as WW (reverses fees/retains admin fee)
Faculty ensures that students who are not registered are not allowed to attend class	- Sends affected students to AR in 2H1
Student if student wishes to be reinstated, they must have Dean's approval and ensure payment or payment plan is in place	