



Office of the University Registrar

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**Policies & Procedures
Verification of Student Enrollment Policy
Policy on Program Adjustment/ Course Withdrawal/ Medical Withdrawal
Withdrawal and R2T4 Procedures
Effective Fall 2009**

MEMORANDUM

July 1, 2009

TO: The Presidents of the Colleges
The Dean of the Sophie Davis School of Biomedical Education
The Dean of the School of Journalism
The Dean of the School of Professional Studies
The Dean of the CUNY Law School

FROM: Annamarie Bianco, University Registrar

RE: Implementation Guidelines Effective Fall 2009

As you know from the June 22, 2009 meeting of the CUNY Board of Trustees, the Committee on Academic Policy and Program Review recommended, and the University Board subsequently passed a resolution that uniform guidelines and procedures regarding verification of student enrollment and withdrawal be implemented university-wide, effective Fall 2009. This memorandum is being issued to provide the attached uniform implementation guidelines and procedures.

If there are any questions about this policy or the uniform implementation guidelines and procedures please contact me at (212)290-5719 or annamarie.bianco@mail.cuny.edu .

Cc: Chancellor Matthew Goldstein
Chancellor's Cabinet
University Dean for the Executive Office, Bob Ptachik
University Dean of Institutional Research and Assessment, David Crook
University Controller, Barry Kaufman
University Office of Student Financial Aid
Campus Chief Academic Officers
Campus Vice Presidents
Campus Registrars
Campus Directors of Student Financial Aid
Campus Bursars

Verification of Student Enrollment

The guidelines for “Verification of Student Enrollment” for Community and Senior Colleges will be the same.

Definition of Terms:

1. **CENSUS DATE**--delineates the date in the academic term as of which time the enrollment and workload statistics shall be measured for official reporting purposes and state aid claims. For semester calendar instruction, the census date is the Form A cutoff date, which is the last day for 25% refund. It is intended that the census date defines the time in the academic term when a stable student enrollment and registration have been achieved. For summer or other than the traditional 15 week session, the census date will be no earlier than the point at which 20% of the class-work has been completed.

2. **STUDENT PROGRAM ADJUSTMENT PERIOD** -- the normal process of adding or dropping courses early in the academic term during which adjustments are made to student course schedules. This shall take place before the CENSUS DATE and ends on that date.

3. **CLASS COMMENCEMENT OF ATTENDANCE (COA) DATA** -- Effective Fall 2009 and thereafter, COA rosters will be produced after the program adjustment period (i.e., end of day (EOD) on the census date). The class COA roster will be prepared from the official registration records of the institution and provided to the faculty in order to certify students’ commencement of attendance. COA rosters are to be submitted by the faculty no later than the end of the 20% point in the term/session.

4. **COMMENCEMENT OF ATTENDANCE** -- Students noted as present, having begun attendance, are enrolled and have attended at least once in the class indicated on the COA roster (i.e., began attending classes and/or pursuing the prescribed course work or is otherwise active and participating in the course, e.g., by submitting assignments, attending a required study group, academic conference or tutorial).

5. **VERIFICATION OF STUDENT ENROLLMENT** -- effective with the 2009-10 fiscal year, official enrollment reports, workload statistics, and related state aid claims based on the registration as of the CENSUS DATE shall be verified with CLASS COMMENCEMENT OF ATTENDANCE DATA.

Procedure:

1. Class COA rosters will be generated after the program adjustment period (first 20% of the term, i.e., the Form A cutoff census date) for distribution to faculty. Faculty are required to indicate by the end of the fifth week of each semester, or at least 1/3 into the duration of any session within a semester or term either affirmatively that the student has attended or is otherwise active and participating in the course (e.g. by submitting assignments, attending a required study group, academic conference or tutorial) or

negatively that the student has never attended any of the classes since the beginning of the term.

2. Where the College has established the student did not begin attendance the College must assign the administrative withdrawal of WN and inform the student. Beginning Fall 2009, WN administrative withdrawals will have no impact on students' grade point average. In Cunyfirst, an effective dated row will be added to the grade scheme. In SIMS the prefix of an * will be used to indicate post Fall 09 WN administrative withdrawals.
3. A date of attendance is neither requested nor recorded.
4. The College designated office updates the collected information into its student record system by the end of the sixth week or first 20% of the term/session.
5. Since CUNY is a non-attendance taking institution daily attendance records are not collected by the College Registrars.

The University meets the federal definition of an institution that is not required to take daily attendance. Any class attendance by a registered student as indicated on the COA roster shall constitute sufficient evidence of enrollment in that class. The registration records of the institution for official reporting purposes shall be amended to reflect the CLASS COMMENCEMENT OF ATTENDANCE DATA and the indicated procedure. These documented enrollment records will be subsequently cross checked by the college against the faculty grade reports to insure that enrollment has been verified. Discrepancies will be reconciled in conference with the faculty.

Policy on Program Adjustment/ Course Withdrawal/ Medical Withdrawal

This policy applies to students enrolled in Graduate and Undergraduate programs. For the purpose of this policy the reference to a term includes semesters and sessions. Students can drop all classes, or increase or decrease course load throughout the enrollment and program adjustment period. Student registration is considered final after the program adjustment (add/drop) period at the end of the third week of the semester or equivalent. During this three week period the University tuition refund policy is in effect. Courses that are dropped during the program adjustment period do not appear on an academic transcript and do not count in credits attempted. The course withdrawal period is after the program adjustment period and continues through 60% of the term (e.g., after the 67th day of a 111 day semester). Courses are assigned a withdrawal grade during the course withdrawal period and appear on an academic transcript and count in credits attempted. After 60% of the term has concluded an official withdrawal grade may be assigned only upon appropriate action of the College, based on a student appeal.

Throughout the term, from the first day of classes to the end of finals, students may request a program adjustment or course withdrawal for medical reasons. The College may also initiate the medical withdrawal process in cases of threatening or disruptive student behavior connected to a mental health or other medical issue, as described in CUNY's Medical Withdrawal and Re-entry Policy and Procedures ("CUNY's Medical Withdrawal Policy.") The applicable CUNY and College policy and review process will determine the withdrawal grade and tuition refund, if any. Requests for retroactive withdrawals (those requested after the end of the term) will not be granted routinely and are subject to further College review.

Program Adjustment: Dropping courses

Courses dropped during the program adjustment period do not count toward credits attempted and therefore do not appear on an academic transcript. The program adjustment period is the first 20% of the total days (including Saturday, Sunday, and Holidays) in the term/session. The last day of this period coincides with the last day of the refund period; for example:

$$\begin{array}{r} 7 \text{ days in a week} \\ \times 15 \text{ weeks in a term/session} \\ \hline 105 \text{ days} \times 20\% = 21 \text{ days} \end{array}$$

The last day of the program adjustment/refund period is the close of business on the 21st day.

In those instances where a term is greater or less than the traditional 15 week semester, the program adjustment and refund period, may result in less than a complete day. In those cases, the College should round up to the nearest full day, for example:

$$\begin{array}{r} 7 \text{ days in a week} \\ \times 6 \text{ weeks in a term/session} \\ \hline 42 \text{ days} \times 20\% = 8.4 \text{ days (9 days, rounded up to the nearest whole day)} \end{array}$$

The last day of the program adjustment/refund period is the close of business on the 9th day.

In any term/session, if the program adjustment/refund date falls on a weekend or a day when the college is officially closed, the refund period would be extended to the next business day. More specific information regarding the determination of the refund schedules within the program adjustment period is available in the tuition fee manual.

(http://portal.cuny.edu/cms/id/cuny/documents/informationpage/liability_refund.pdf)

Students may complete the program adjustment process online or in person. The date on which the transaction takes place on-line is effectively the drop date. For in-person processes, if for some reason a drop form is processed any date after the receipt date, the effective date is adjusted to reflect the receipt date.

Course Withdrawal

The course withdrawal period begins at the end of the program adjustment period and continues through 60% of the term. After the end of the course withdrawal period, a “W” grade may only be assigned by an appropriate College committee.

For students withdrawing in person, the process begins when the withdrawal form is submitted to the Office of the Registrar. The withdrawal date reflected in the student’s academic record is the date on which the student submitted the form to the Office of the Registrar. The date on which the transaction takes place is marked on the withdrawal form by the Registrar’s staff. If for some reason the withdrawal form is processed any date after the receipt date, the effective date is adjusted to reflect the receipt date.

For students withdrawing online, the withdrawal date is the processing date the action takes place.

Medical Withdrawal

At CUNY, there are two types of medical withdrawal cases. They include both (i) student-initiated requests for medical leave and (ii) College-initiated voluntary or involuntary medical withdrawals in cases of threatening or disruptive student behavior connected to a mental health or other medical issue.

In the case of a student-initiated medical withdrawal requests, a student’s request may be submitted any time during a term, including the final exam period. In such cases the College review process will determine the tuition refund, if any. For medical requests to be considered, the student must provide medical documentation to the College Health Office or designated Official. In addition to the review and acceptance of the medical documentation by the College Health Office, the student must complete and submit a medical withdrawal request to the Registrar.

The Office of the Registrar remains the only College office authorized to accept and process this type of medical withdrawal, and the withdrawal protocol is essentially the same as described above. If a student is unable to submit the request for medical withdrawal in person, the form(s) may be submitted by another party authorized by the student. Appropriate officers at the College

subsequently review the applicable documentation submitted by the student to determine whether the student qualifies for a medical withdrawal.

In the case of a College-initiated medical withdrawal, the procedure is outlined in CUNY's Medical Withdrawal Policy. In general, this type of withdrawal is processed through the office of the College's Chief Student Affairs Officer, who is responsible for informing the Office of the Registrar of the withdrawal. In most cases, a withdrawal grade will appear on a student's transcript, but in limited situations as defined in the Medical Withdrawal Policy and in the discretion of the Chief Student Affairs Officer, notations of incomplete for classes taken during the semester in which the withdrawal occurs may appear on a student's transcript.

In the case of a student-initiated request for medical withdrawal, the withdrawal date in the student system ordinarily is the date on which the student notifies the College of his or her intent to withdraw. In the case of a College-initiated medical withdrawal, the withdrawal date in the system is either the date that the student signs a voluntary withdrawal agreement or the date that a Health Review Panel orders involuntary medical withdrawal, whichever is applicable. For both types of medical withdrawals, appropriate College officials may consider if any refund of tuition is warranted and if a retroactive date for withdrawal is appropriate; these requests will not be granted routinely and are subject to further College review.

Withdrawal Appeals

The College takes into consideration students' appeals to change grades to withdrawal grades. In such cases, the College review process will determine whether a withdrawal grade is appropriate or whether to approve a tuition refund. The student must submit a grade appeal form to the Registrar. Appropriate officers at the College subsequently review applicable documentation submitted by the student to determine whether the student qualifies for a withdrawal grade or if any refund of tuition will be considered. If the student is not granted a withdrawal grade, the original earned grade remains. Requests for withdrawals made more than 60 calendar days from the end of the term in which the student was enrolled in said course will not be granted routinely and are subject to further College review.

University Withdrawal and Related R2T4 Procedures

The following summarizes the procedures for withdrawal and the dates used for the Return to Title IV funds when students drop courses, totally withdraw officially or unofficially from all courses, and leaves of absence:

Dropping Courses During The Program Adjustment Period

Students who drop courses during the program adjustment period are not eligible for federal aid because there is no evidence that the student has begun attendance. Therefore, all aid is returned and there is no R2T4 consideration. The program adjustment period is the first 20% of the total days (including Saturday, Sunday, and Holidays) in the term/session.

Total Withdrawals

When a student officially withdraws, unofficially withdraws or is administratively withdrawn, the student may earn all or a portion of federal aid. Because the University is not required to take attendance, it is not required to use the last date of attendance to calculate the percentage of aid earned. To determine the percentage of aid earned, the number of days enrolled is calculated from the first day of classes to either the date the student withdrew or the midpoint of the semester.

Official Withdrawals (W)

For official withdrawals, where the student began attendance, the University has established that the withdrawal date is the process date of an online withdrawal or the receipt date of a student signed withdrawal form submitted to the Registrar's Office, or the office or offices the college has designated to accept official withdrawals. For official withdrawals, where the student did not begin attendance, the course cannot be included as an eligible course for federal aid.

Unofficial Withdrawals (WU)

For unofficial withdrawals, where the student began attendance, the grade of WU is assigned and the midpoint of the semester is used, resulting in aid earned at 50%.

Administrative Withdrawals

All administrative designations are academically non-punitive.

Immunization (WA)

Where the college is required to withdraw a student because the student has not documented immunizations required by New York State, the college must report the student as a withdrawal with a withdrawal date that is 30 days after the semester start date which is the 31st day. Out-of-State students (who may be eligible for Title IV) have 45 days to provide proof of immunization.

Medical Withdrawal (W)

The withdrawal date for students who appeal to a college committee to withdraw for medical reasons will be dependent on two factors: 1) if the student began attendance and 2) the effective date determined by the committee. If the student began attendance the date used will be the effective date determined by the committee. If the student did not begin attendance a grade of WN is assigned and the course cannot be included as an eligible course for federal aid.

Never Attended (WN)

Where the college has established the student did not begin attendance, the college must assign the administrative grade of WN for that course and the course cannot be included as an eligible course for the distribution of federal aid.

Drop/Withdrawal Timeline and R2T4

