ARKANSAS STATE UNIVERSITY - NEWPORT
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ASUN Operating Procedure – 4028

Operating Procedure Synopsis

Title: Unregistering Students from Courses
Approval Date/Revision Date(s): 2/2022
Review Date(s):
Executive Cabinet Liaison: Vice Chancellor for Student Affairs
Responsible Manager: Registrar

A. Purpose and Scope

The purpose of this SOP is to establish best practices and provide guidance to ASUN staff regarding when, and under what circumstances, students will be unregistered from courses. Individuals involved in fulfilling the requirements of this operating procedure include the Vice Chancellor for Student Affairs, the Vice Chancellor for Academic Affairs, the Dean of Financial Aid, the Dean of Student Success/Registrar, and the respective Academic Deans.

B. Definitions

- Census – The official date at which enrollment is finalized for the semester and charges are no longer refundable.
- Attendance – The posting by instructors indicating that a student has participated in a course.
- Unregister – To be removed from a course prior to the census date and receive a refund of tuition and fees.
- Withdrawal – To be removed from a course after the census date and NOT be eligible to receive a refund of tuition and fees.
- Academic Exception – When an exception is made to a process due to a special circumstance within the academic division.

C. Procedures

Overview:

During each term of enrollment, ASUN students who have been reported as not attending are dropped for non-attendance. The drop for non-attendance is performed by the Office of the Registrar the business day following official census date for each enrollment term within a semester. After the drops are completed, the following stakeholders are notified via ASUN email: Students, instructors, Information Technology, Financial Aid, and Business Offices. Students and instructors are then given two business days for reinstatements. The reinstatement period is to allow for any errors in the posting of attendance

to be corrected. Instructors who have made an error in posting attendance should contact the Office of the Registrar via email to have a student reinstated in the course(s) that was dropped.

If an error is discovered after a reinstatement period has been completed, an Academic Exception must be submitted and approved by several offices. The initial request should come from the respective Academic Dean. The approvals needed following that request are (1) Dean of Financial Aid, (2) Vice Chancellor for Academic Affairs, and (3) Vice Chancellor for Student Affairs. Upon approval of all individuals, the request is submitted to the Registrar for processing. Academic Exception requests should specify what is requested, explain why the exception is needed, and provide any needed documentation for the exception. Once processed by the Registrar, all parties involved will be notified via email that the unregister is complete and all documentation will be uploaded into the ERP system.

Summary of the Process:

- Census dates are published in the ASUN Academic Calendar
- Students who have NEVER had attendance posted for them are dropped for non-attendance after census date. Any reinstatements happen within two business days of the drop for non-attendance.
- When an Academic Exception is needed to unregister a student after the census date a request initiated by an Academic Dean should include all the following information.
    - Specifically, what happened to cause the need for the exception
    - Circumstances and reason student was reported incorrectly
    - What steps have been taken so that errors are not repeated
- This process requires approval from the following (this can be documented with an email).
    1. The Academic Dean
    2. The Dean of Financial Aid
    3. The Vice Chancellor for Academic Affairs
    4. The Vice Chancellor for Student Affairs
- Once approved, the request is sent to the Registrar for processing.
- The Registrar will process the request by unregistering the student, will upload all needed documentation into the ERP system, and will notify the following offices via ASUN email.
    - Business Office
    - Financial Aid Office
    - Institutional Research Office
    - Office of the Vice Chancellor for Academic Affairs
    - Office of the Vice Chancellor for Student Affairs

Steps in the Unregister Process:

1. Determine all students who have NOT attended prior to the Census Date.
2. Remove (UNREGISTER) all students who have NOT attended prior to the Census Date.
3. Notify all students who were dropped for non-attendance that they have been dropped.
4. Notify all instructors what students have been dropped from their courses for non-attendance. Include notification they have two business days for reinstatement (to correct any mistakes they have made – the student should request reinstatement to the instructor and the instructor will send request to the Registrar).
5. Notify the Financial Aid, Business, Institutional Research, and IT offices of which students were dropped for non-attendance.

6. Reinstate students requested by faculty through the last day of reinstatements (two business days following the unregister date)
7. At the end of the Reinstatement due date, the Registrar will send a notification to the following offices indicating the reinstatement period is over.
    - Financial Aid
    - Business
    - Institutional Research
    - Information Technology
    - Academic Affairs (Vice-Chancellor)
    - Student Affairs (Vice-Chancellor)

D. Related Information