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## ASUN Operating Procedure – 4028

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### Operating Procedure Synopsis

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**Title:** Unregistering Students from Courses

**Approval Date/Revision Date(s):** 2/2022; 2025

**Review Date(s):** 12/2024

**Executive Cabinet Liaison:** Executive Vice Chancellor/CFO

**Responsible Manager:** Associate Vice Chancellor of Enrollment Management

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### A. Purpose and Scope

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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 Dean of Financial Aid, the Registrar, and the respective Academic Deans.

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### B. Definitions

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- Census – The official date at which enrollment is finalized for the part of term 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 the unregister or withdrawal process due to a special circumstance within the academic division. Typically, an exception is made to the registrar for retroactive course removal.
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### C. Procedures

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#### 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 Registrar as soon as all instructors have certified attendance for all their courses and labs. The deadline for instructors to certify rosters is at 12:00 p.m. (Noon) on the date listed as “Census Date/Last Day to Withdraw at 100% Refund” on the academic calendar. After the drops are completed, the following stakeholders are notified via ASUN email: Students, instructors, Information Technology, Financial Aid, and Business Offices, and the Assistant to Vice Chancellor for Academic and Student Affairs. 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 may be submitted. The Academic Exception request should be initiated by the Academic Dean responsible for the course. The request should be approved by the Provost, then submitted to the Registrar. 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 (including the Dean of Financial Aid) 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 on the census date. Any reinstatements happen within two business days of the census date. See process below in the section labeled Steps in the unregister process on census day.
- 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. Academic Dean
  2. Provost
- 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 & Student Affairs

### **Steps in the Unregister Process:**

1. Determine all students who have NOT attended on the Census Date.
2. Remove (UNREGISTER) all students who have NOT attended on 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. Reinstatement students requested by faculty through the last day of reinstatements (two business days following the census date)
6. 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 Office
  - Institutional Research

- Information Technology
- Academic Affairs (Vice-Chancellor)
- Assistant to Vice Chancellor for Academic and Student Affairs

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**D. Related Information**

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