

## PROCEDURE FOR OFFICIAL & NON OFFICIAL WITHDRAWALS

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### I. Purpose

The purpose of this Policy is to establish parameters and define effective processes for the Official Withdrawals and the Non Official Withdrawals, also to identify the total casualties and to carry out the corresponding reimbursement analysis of the financial aids of Title IV during the required timeframe.

### II. Definitions of term

- 1- Never Attending (NA) - When the student formalizes their enrollment and does not attend in person, or in the case of an online course there is no participation in academic activity, within the institutional period established in the academic calendar.
- 2- Administrative Delay (AD) – Process in which the student receives an administrative leave by the Institution.
- 3- Official withdrawal (W) - Process in which the student voluntarily completes a withdrawal during an academic term.

- 4- Date of Intent to Discharge - Date on which the student reports his intention to withdraw partially or totally.
- 5- Academic Advisor - Is the Dean, Director, Coordinator or Professor who serves as Academic Advisor in a process of withdrawal.
- 6- Service Officer - Is a representative of the Registry, Financial Aid, Admissions, Counseling or Bursars, Dean, Director Offices.
- 7- Academic Activity - Attendance to classes, exams, delivery of assignments, and participation in group work, participation in a group discussion or interaction with the teacher in an online course related to the content.

### **III. Procedure for the Determination of NA**

1. Professors have to register the attendance of students officially enrolled in their courses in the Web Advisor system.
  - a- This process is required depending on the academic term in which the student is enrolled:
    - i. Semester: first four (4) weeks of classes,
    - ii. Trimester and Semester: first two (2) week of classes
    - iii. Express Caribbean: first week of classes
    - iv. Summer: first week of classes

v. Short Courses: every day for beauty programs, for the other academic programs it will be done depending on the academic term in which they are enrolled.

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b- The professors will identify and submit in the "Gradebook" system the attendance of their students, within a period of no more than forty-eight (48) hours after finishing the classes offered from Monday to Thursday, both in person as online. In the case of courses offered on Fridays and Saturdays, they will have a period of no more than 24 hours after the end of classes.

c- It will be the responsibility of the professor to identify and submit in the "Gradebook" system, the students with NA classification, both in-person and online courses, to the date established in the academic calendars. Students enrolled in an online course where they do not perform academic activities will be classified as NA.

d- The Registrar Office of Bayamón campus will have seven (7) days to determine the students with NA classification and send the report of students with NA classification to the Financial Aid, Compliance and Monitoring, Bursars and Finance Offices, with a copy to the Academic Dean and to the Vice-presidency of Academic Affairs.

e- The Financial Aid Office of Bayamón will have nine (9) working days to:

- i) Cancel financial aid (federal, state and institutional) that has been awarded or paid to students with NA classification.
- ii) Reconcile the information submitted by the Registrar Office, prepare the respective payrolls and send them to the Finance Office.
  1. Must comply with the *Procedure to Process Disbursements to Students*, at the time of preparing and submitting the payroll of financial aid.

f- The Bursars Office will have four (4) working days to cancel the costs of tuition and fees in the accounts of the students included in the report submitted by the Registrar.

- i) Must apply the *Institutional and Federal Reimbursement Policy* at the time of the cancellations.

g- From the receipt of the payroll, the Finance Office will have five (5) working days to:

- i) Process payroll in student accounts.
- ii) Return the Title IV funds through the G-5 system.

h- The Finance Director will certify by electronic mail to the Vice Presidency of Finance that the twenty-five (25) days highlighted for this task were fulfilled, cancellations of all financial aid in the students' accounts and the return of the federal funds.

#### **IV. Procedure for the Determination of Un-official Withdraws**

1. The professors will identify and submit the AD in the "Gradebook" system, according to the dates established in the Academic Calendars:

- a- One week after the mid-term of the academic term.
- b- The week before the end of classes.

2) The Registrar Office of Bayamón, will have eight (8) working days to send the report of the students with classification of AD to the Offices of Financial Aid, Bursars, Compliance and Monitoring and Finance; with a copy to the Academic Dean and to the Vice Presidency of Academic affairs.

3) The Financial Aid Office of Bayamón will carry out the following processes:

- a- Identify the students who incur a Total Withdrawal, to carry out the corresponding reimbursement analysis of the financial assistance of Title IV.
- b- It will be governed by the Institutional and Federal Reimbursement Policy.

c- You will have twelve (12) days to make the corresponding adjustments and send the payroll to the Finance Office.

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4) The Bursars Office will corroborate if any adjustment applies for the students included in the administrative withdrawal report.

a- It will have four (4) days to make any adjustments to the student's account, if applicable and considering the Institutional Reimbursement Policy.

b- It will send by email, a report of the students to whom they made an adjustment in their account, to the Director of Finance.

5) The Finance Office will process the payroll in a period of no more than five (5) business days.

a- Process payroll in student accounts.

b- Return the Title IV funds through the G-5 system.

6) The Finance Director will certify by electronic mail to the Vice Presidency of Finance, that the twenty-nine (29) days highlighted for this task were fulfilled, adjustments or cancellations of financial aid in student accounts were made and the return of the federal funds.

## V. Procedure for Official Withdrawals

Page | 7 An official withdrawal, arises when a student decides not to continue with one or more of their courses during the corresponding academic term. When a student expresses his intention to withdraw to an Official of the Institution, he/she will be responsible for carrying out the following steps:

1. Once the student expresses his/her intention or decides to complete a withdrawal, it will be directed through the authorized personnel, understood as: Professional Counselor, Academic Advisor, and Director of the branch or center, or student service Officer.
2. The Professional Counselor, Academic Advisor or Service Officer, will guide the student on how to complete the "Official Withdrawal Form" and the implications of it.
3. The "Official Withdrawal Form" must be completed in all its parts.
4. The student will be referred to the Registrar Office for the delivery of the form and formalize the withdrawal.
5. The Registrar officer will process the withdrawal immediately in the Registrar Module in Colleague. The date that will be used to process the withdrawal will be the intention date.
  - a- In exceptional or emergency cases where the Registrar officer is not available; The Director, Counselor or a Services Officer of the branch or center may receive it and send it by email to the Registrar Office of Bayamón.

6. Every fifteen (15) working days, the Registrar Office of Bayamón will send a report of withdraws to the offices of Financial Aid, Compliance and Monitoring, Bursars and Finance.

a- The report produced by the Registrar must strictly contain the names of students with withdraws for the specific period worked.

7. The Financial Aid Office of Bayamón will perform the following processes:

a- Identify students who incur a Total Withdrawal, to perform the corresponding reimbursement analysis of Title IV financial aid through "*Return of Title IV (R2T4)*" on the COD platform.

b- It will have seven (7) working days to make the corresponding adjustments and send the payroll to the Finance Office.

i. The federal aid adjustments will include the amount determined in step 6 of the student's R2T4, plus the amount that the student must return.

c- It will send a letter to the students notifying them of the total withdrawal calculation and the adjustment that has been made to their financial aid (if applicable).

i. Students who have received Federal Direct loans will be guided to complete their exit interview through the website "*studentloan.ed.gov*".



8. The Bursars Office will perform any adjustment to those students if applicable, and will send a letter to students with a debt.

9. The Finance Office will process the payroll in a period not exceeding five (5) business days.

a- If there is any adjustment or cancellation of Title IV programs, the funds will be returned through the G-5 system.

B- If the student calls by telephone to inform of his/her intention to withdraw, it is the responsibility of the officer to refer him/her to the Counselor, Academic Advisor or Registrar Officer so that he/she can be guided on the following acceptable alternatives to carry out the withdrawal process:

- 1- Personally
- 2- Email - [registraduria@caribbean.edu](mailto:registraduria@caribbean.edu)
- 3- Authorize a third person officially in writing

## **VI. Validity:**

This procedure is effective on Monday, July 1, 2019, and supersedes any other regulation, certification, rule, procedure or other guidelines that are in conflict with the provisions herein.