



Title: COURSE WITHDRAWALS AND APPEALS	Code: D0900
Authority: Board Minutes 5/25/21	Original Adoption: 5/25/21 Revised/Reviewed: 5/25/21 Effective: 5/25/21

Policy Statement

This policy is intended to provide students with responsibility over educational decisions and to assist students in establishing good academic engagement and attendance habits. If a student wishes to withdraw from a course for any reason, it is the expectation and responsibility for the student to initiate the withdrawal process as set forth below.

Class attendance is among the best predictors of successful course completion. Instructors are required to take attendance at each class session using the designated system. Regular class attendance and punctuality are expected of all students. It is the responsibility of students to discuss absences with their instructors. When an absence occurs, students are responsible for making up any missed work.

Failure to attend class places students in jeopardy of administrative withdrawal from a course by Enrollment Services during the first two weeks of a 8-, 12-, 15-, or 16-week courses when a student fails to attend and/or participate in an online, in-person, hybrid/blended course for two consecutive weeks, upon receipt of attendance reports from faculty.

Failure to attend courses may affect students' academic standing, financial aid eligibility, student housing eligibility at MATC preferred housing sites, and/or student visa status.

(1) Student-Initiated Withdrawals

Withdrawing from a Class: The last day for a student to withdraw from a 12-, 15- or 16-week course is two weeks before the end of the semester. The last day for a student to withdraw from a 1st 8-week or 2nd 8-week course is one week before the end of the course. Students who want to withdraw within the last two weeks of the semester or last week of the session, must obtain signatures of the Pathway Dean and the instructor.

Students are urged to discuss their intention to withdraw from a course with their instructor, pathway or faculty advisor, who may be able to recommend an alternative course of action. Students receiving financial aid funds are highly encouraged to speak with a member of the Financial Aid team to discuss the potential impact of withdrawing from a course or courses on future financial aid eligibility status. Ultimately, it is the student's responsibility to withdraw from a class.



Title: COURSE WITHDRAWALS AND APPEALS

Code: D0900

Students who wish to withdraw from a course may withdraw online using the designated MATC learning management system or complete a Course Change form available in the Admissions Center, Room S115 at the Downtown Milwaukee Campus, or in the Admissions Center at the Mequon, Oak Creek and West Allis campuses.

Extenuating Circumstances. MATC recognizes that extenuating circumstances may arise which requires that a student withdraw from a course/courses. Student-initiated withdrawals for extenuating circumstances may occur at any time, including after a withdrawal or refund deadline. Students must provide verifiable documentation of non-academic circumstances deemed to be exceptional that took place after the course withdrawal deadline.

Military. Students who are ordered or inducted into active service in the armed forces of the United States or who are requested to work for the federal government during a national emergency or a limited national emergency can withdraw from a course or courses and receive a 100% refund of all tuition and fees to students. Students can complete an electronic form available on the MATC Military Education Support Office (MESO) or contact MATC MESO directly.

Medical. Students who have a medical condition can petition to withdraw from a course or courses by submitting the Withdrawal for Extenuating Circumstances Petition to Enrollment Services. The student must provide documentation evidencing the necessity of withdrawal. If the petition is approved, the student will receive a 100% refund of all tuition and fees.

Medical withdrawals are limited and MATC will only approve one medical withdrawal during a student's entire academic career at MATC. If a student re-enrolls following a medical withdrawal, the student will have the opportunity to withdraw from coursework with a grade of W in future semesters, assuming the student meets all appropriate deadlines and regulations related to withdrawal.

Other. Students who can demonstrate that extenuating circumstances impacted their ability to withdraw by the student-initiated withdrawal or refund deadline or need to withdraw after the withdrawal or refund deadline may petition for a late withdrawal by completing the Withdrawal for Extenuating Circumstances Petition to Enrollment Services.

Petitions for Withdrawal for Extenuating Circumstances are accepted for up to three months following the end of the requested course's term. All supporting documentation explaining the extenuating circumstances must be submitted at the same time. Incomplete Petitions will not be accepted.



Title: COURSE WITHDRAWALS AND APPEALS

Code: D0900

If approved, history of the registration for these courses may be adjusted. Course withdrawal, for any reason, has an impact on students' financial aid eligibility "status." The adjustment may result in a refund or a student account adjustment. If a student owes a balance the refund may be used to cover the past due balance.

If a Petition for Withdrawal for Extenuating Circumstances is denied, such denial is final.

Enrollment Services will communicate the decision to the student, in writing via email, within forty-five (45) days of receipt of the Petition for Withdrawal for Extenuating Circumstances.

Refund and account adjustments. If the student is entitled to a refund or account adjustment, Student Accounts will process it. Refunds and adjustments will be issued as follows:

- All 15 and 16 week courses (primarily Fall and Spring)
 - 100% refund- if a course is dropped prior to the first start date of class
 - 80% refund-if a course is dropped from calendar day 1 through 12
 - 60% refund- if a class is dropped from calendar day 13-25
 - 0% refund after calendar day 25, there will be no refunds and student will be charged full price
- All courses fewer than 15 and 16 week courses (including Summer and 12 and 8 week courses)
 - 100% refund- if a course is dropped prior to the first start date of class
 - 80% refund-if a course is dropped before 11% of the scheduled class is completed
 - 60% refund-if a course is dropped between 11%-20% of the scheduled class completion
 - 0% refund-no refunds will be given after 20% of the scheduled class is completed

If the withdrawal occurs after the refund period, a final grade of "W" appears on the student's official transcript and grade report and included in the Monitoring Academic Progress (MAP) systems calculations.

Students who do not formally withdraw or arrange for an incomplete grade receive a "U" grade for the course.

Refunds are not given for administrative withdrawals for non-attendance as set forth below.



Title: COURSE WITHDRAWALS AND APPEALS

Code: D0900

Students with a debt to the College for the current or past term, will have the refund or credit applied to the balance. Students with a past due balance that receive financial aid, will have at least \$200 applied from a current year to a past year balance. If the balance is in the same year, the balance will be covered before any refund is issued.

(2) Administrative Withdrawals

Enrollment Services will administratively withdraw for non-attendance students who fail to attend class during the first two weeks of a 8-, 12-, 15-, or 16-week course and/or participate in an online, face-to-face, hybrid/blended course for two consecutive weeks, upon receipt of attendance reports from faculty.

This will ensure accurate full-time equivalency (FTE) reporting and that financial aid funds are disbursed in compliance with federal, state and institutional regulations. Enrollment Services will be responsible for notifying the student, in writing, of the administrative withdrawal from a course.

Instructors may not issue a “U” grade to a student who never attended class or participated in an online, in-person, hybrid/blended course as specified in the course syllabus.

Students who are administratively withdrawn for non-attendance from a course or multiple courses are responsible for all debts and other charges related with the course and are not eligible for a tuition refund for the course. Students may experience changes in financial aid eligibility status as a result of the withdrawal. Because financial aid eligibility is based on many factors, financial aid changes related to a withdrawal will vary.

Administrative withdrawals apply exclusively to non-attendance during the first two weeks of the 8-, 12-, 15-, or 16-week course. Students who fail to comply with attendance or other requirements of the syllabus throughout the term will be issued the grade earned. Note, students may receive a “U” if they fail to meet class requirements, which include attendance.

(3) Appeal of Administrative Withdrawal

If a student disagrees with their administrative withdrawal, they may appeal and request reinstatement.

The student must initiate the process of appeal within ten (10) business days of the date of the receipt of notification of administrative withdrawal for non-attendance.



Title: COURSE WITHDRAWALS AND APPEALS

Code: D0900

The appeal must be made in writing to the Pathway Dean. The Pathway Dean will base the appeal decision on review of the student's attendance and any relevant information related to the administrative withdrawal.

The Pathway Dean will communicate the decision to the student, in writing via email, with copies to the Office of Financial Aid, and the Dean of Enrollment Services, within ten (10) business days of receipt of the status of the appeal.

The decision of the Pathway Dean is final.

During the appeal process the student has the right, and obligation, to continue attending the class(es) in question.

Relevant Policies and Administrative Procedures and Regulations:

D01000, Attendance (Except High School Contract and Apprentice Students)

F0512, Students Called for Active Military Service

F0900, Standards of Academic Progress and Financial Aid Eligibility

BB0202, Fee Refunds and Repayments

DD1001, Attendance

Office of Responsibility: Office of Student Success (Executive Vice President of Student Success)