

PROCEDURES

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Policy Title:	Enrolments & Withdrawals - Procedures
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1. Purpose

The purpose of these procedures is to outline the guidelines for changes to course enrolments (upon closure of the registration period) at University Canada West (UCW) in alignment with policy 9017 - Enrolments & Withdrawals.

2. Definitions

The definitions outlined in policy 9017 - Enrolments & Withdrawals apply to this procedures document.

3. Registration

3.1. The Registrar's Office will send an email to the Applicant with instructions to complete the Registration Consent Form.

3.1.1. The Applicant must complete and submit the form a minimum of fourteen (14) days before the term commencement date of their corresponding intake.

3.2. The Applicant must satisfy the requirements for registration before being permitted to enrol into courses.

3.2.1. The Applicant must have received a Letter of Acceptance (LOA) for the corresponding intake.

3.2.2. The Applicant must provide photographic identification.

3.2.2.1. The Registrar's Office will only accept documents as meeting proof of photographic identification that;

- a) state the legal name and date of birth of the Applicant;
- b) are issued by a state, provincial or federal government; and,
- c) have an expiration date that has not elapsed.

3.2.3. The Applicant must provide their Proof of Residency that demonstrates their right to study in Canada.

3.2.3.1. The Registrar's Office will accept the following original documents as Proof of Residency:

- a) Canadian passport;
- b) Canadian Indian Status Card;
- c) Canadian birth certificate;
- d) Canadian naturalization certificate;
- e) Canadian permanent residency card;
- f) Notice of Decision (from the Refugee Protection Division);
- g) Verification of Status (VOS);
- h) Canadian diplomatic visa; or,
- i) Canadian study permit.

3.2.3.2. The Registrar's Office may accept the same document the Applicant uses for photographic identification (3.2.2.) as meeting proof of residency.

3.2.3.3. The Registrar's Office will waive this requirement (for registration purposes) when the Applicant is registering for an online program.

3.2.4. The Applicant must provide their requested official transcripts and/or official certificates.

3.2.4.1. These documents are stated on the Applicant's online student portal (MyUCW).

3.2.4.2. The Registrar's Office may permit the Applicant an extension to provide an official transcript and/or certificate.

3.2.4.2.1. The Applicant will be required to sign a contract with the Registrar's Office that outlines the terms of the extension.

3.2.4.2.2. The Applicant will be permitted to enrol under the terms of the contract.

3.2.4.2.3. The Registrar's Office will require the Student to be withdrawn if they fail to provide the document(s) by the extended deadline.

3.2.4.2.3.1. The Student will not be eligible for a refund for tuition and/or fees for prior enrolled terms.

3.2.4.2.3.2. The Registrar's Office may withhold credit earned by the Student.

- 3.2.5. The Applicant is required to register for the University's partnered medical insurance program to cover their first term of enrolment.
- 3.3. The Applicant is required to sign and submit the Enrolment Agreement before being permitted to register.
 - 3.3.1. The Registrar's Office will make this document available to the Applicant via their online student portal.
- 3.4. The Applicant is required to update their contact information (if applicable) via their online student portal (MyUCW), including;
 - a) phone number(s);
 - b) personal email address(es); and/or,
 - c) mailing address.
- 3.5. The Applicant is required to update their primary emergency contact information (if applicable) via their online student portal (MyUCW).
 - 3.5.1. The primary emergency contact must be an adult individual currently residing in British Columbia.
- 3.6. The Applicant is required to complete their registration a minimum of seven (7) days before the term commencement date of their corresponding intake.
 - 3.6.1. The Applicant will be required to request for a deferral if they wish to continue with their admission.
 - 3.6.1.1. Refer to policy [9007 - Admissions](#) and its accompanying procedures document.

4. Enrolments

- 4.1. The Registrar's Office will notify the Student prior to each Academic Term regarding the Enrolment Period dates including all Priority Enrolment stages.
- 4.2. The Registrar's Office will schedule an Enrolment Period for each academic term.
 - 4.2.1. The Enrolment Period will commence a minimum of 5 weeks prior to the term commencement date.
 - 4.2.2. The Enrolment Period will be scheduled to open in five (5) successive stages based on the following priority enrolment order;

- i) The Student has accumulated a minimum 80% of credits towards their program completion;
 - ii) The Student has accumulated 60-79% of credits towards their program completion;
 - iii) The Student has accumulated 40-59% of credits towards their program completion;
 - iv) The Student has accumulated 20-39% of credits towards their program completion;
 - and,
 - v) All remaining students.
- 4.2.3. The accumulation of credits will include the credits the Student is expected to achieve for any current course enrolment(s).
- 4.2.4. The Student will be restricted from registering until their corresponding stage opens.
- 4.3. Waitlists for course sections expire two (2) weeks prior to the term commencement date.
 - 4.3.1. The Student will be dropped from any waitlist and will not be enrolled into the corresponding course section(s).
- 4.4. The Student must be enrolled into courses during the Enrolment Period if they wish to continue their studies for that corresponding Academic Term.
 - 4.4.1. The Student must be neither required to withdraw, suspended, expelled, nor had their offer for admission rescinded.
 - 4.4.2. The Registrar's Office may place a hold on the Student's permission to enrol if they have outstanding documentation.
 - 4.4.2.1. The Student will be required to submit this documentation, and for it to be approved, before the hold can be removed.
 - 4.4.3. Finance may place a hold on the Student's permission to enrol if they have significant outstanding fees with the University.
 - 4.4.3.1. The Student will be required to clear this outstanding fee balance before the hold can be removed.
 - 4.4.4. The Student must enrol into their course(s) before the enrolment deadline.
 - 4.4.5. The Registrar's Office will enrol the Student into courses for the first term of their program upon confirmation of their registration.
 - 4.4.5.1. The Student may make changes to their enrolment(s) in accordance with *Section 5 - Course Add/Drop*.

- 4.4.6. The Student may request to receive a Confirmation of Enrolment Letter via their online student portal.
 - 4.4.6.1. The Registrar's Office will issue the letter with an 'Enrolled' status when the request is submitted during the Academic Term.
 - 4.4.6.2. The Registrar's Office will issue the letter with a 'Not Enrolled' status when the request is submitted before or after the Academic Term.
- 4.5. The Registrar's Office will restrict the Student to enrol into a course where they have not fulfilled the course sequence requirement(s).
 - 4.5.1. These requirements may include, but are not limited to, the following;
 - a) pre-requisite and/or co-requisite course(s);
 - b) sum of credits earned; and,
 - c) cumulative grade point average.
 - 4.5.2. The Registrar's Office will permit the Student to enrol into a course where they have not fulfilled the course sequence requirement(s) but are expected to upon completion of the current and active Academic Term.
 - 4.5.2.1. The Registrar's Office will withdraw the Student from the course if they do not achieve the course sequence requirement(s).
 - 4.5.2.1.1. The Student will not receive any academic penalty for the withdrawn course(s).
 - 4.5.2.1.2. The Student will not receive any financial penalty for the withdrawn course(s).
- 4.6. The Student is not permitted to enrol into a course section that is at its maximum capacity for enrolments.
 - 4.6.1. The Student may add their name to the waitlist for the course section.
 - 4.6.1.1. The Student may not add their name to a waitlist that is at its maximum capacity for the course section.
 - 4.6.1.2. The waitlist does not guarantee the Student will be enrolled.
 - 4.6.1.3. The waitlist does not contribute to the Student's course load.

4.7. The Registrar's Office will limit the Student to a maximum course load of four (4) courses per Academic Term.

4.7.1. The Student may submit a request to exceed the maximum course load for an Academic Term.

4.7.1.1. The Student must have a minimum CGPA of 3.67 to be eligible.

4.7.1.2. The request is approved at the sole discretion of the Registrar or to an assigned designate.

5. Course Add/Drop

5.1. The student may voluntarily request to add a course to their term enrolment before the Add/Drop deadline.

5.1.1. The Student is required to submit a request to add a course to their term enrolment via the online student portal (MyUCW).

5.1.2. New course enrolments remain subject to any course sequence requirement(s) and/or course load limitations.

5.1.3. New course enrolments remain subject to availability.

5.1.4. The Student will require a Tuition Fee Adjustment based on any approved changes to their course enrolment(s).

5.2. The student may voluntarily request to withdraw from their course enrolment(s) before the Add/Drop deadline.

5.2.1. The Student is required to submit a request to change their course enrolment(s) via the online student portal (MyUCW).

5.2.1.1. The Registrar's Office will not record any academic penalty.

5.2.1.2. Finance will not assign any financial penalty.

5.2.2. These courses will not appear on the Student's transcript.

5.2.3. The University reserves the right to impose a financial penalty.

5.2.4. The Student will require a Tuition Fee Adjustment based on any approved requests to withdraw from their course enrolments.

6. Course Section Changes

- 6.1. The student may voluntarily request to change their course enrolment section before the Add/Drop deadline.
 - 6.1.1. The Student is required to submit a request to change their course enrolment section via the online student portal (MyUCW).
 - 6.1.2. The Registrar's Office will not record any academic penalty.
 - 6.1.3. Finance will not assign any financial penalty.
- 6.2. The Registrar's Office may change the course enrolment section for the Student due to a cancellation of the section.
 - 6.2.1. The Registrar's Office will work with the student to provide an alternative course section or course (if required).
 - 6.2.2. The Registrar's Office will not record any academic penalty.
 - 6.2.3. Finance will not assign any financial penalty.

7. Voluntary Withdrawal

- 7.1. The student may voluntarily request to withdraw from their course enrolment section before the Monday of Week 5 of the term (but after the Add/Drop deadline).
 - 7.1.1. The Student is required to submit a request to withdraw from their course enrolment section via the online student portal (MyUCW).
 - 7.1.1.1. The Student must pay all outstanding financial obligations before the Monday of Week 5 of the term.
 - 7.1.2. The Registrar's Office will record a permanent 'W' notation for the course on their transcript.
 - 7.1.3. The Student may be eligible for a partial refund of tuition fees for the course.
 - 7.1.3.1. Refer to policy [3001 - Student Tuition Refunds](#) and its accompanying procedures document.
- 7.2. The student may voluntarily request to withdraw from their course enrolment section after the Monday of Week 5 of the term.

- 7.2.1. The Student is required to submit a request to withdraw from their course enrolment section via the online student portal (MyUCW).
 - 7.2.1.1. The Student must pay all outstanding financial obligations.
- 7.2.2. The Student will receive a final grade for the course based on work submitted to date.
- 7.2.3. The Student is not eligible for a refund of tuition fees for the course.
- 7.3. The Registrar's Office may assign a non-temporary Withdrawal with Extenuating Circumstances (WE) notation when the Student has not completed the course assessments in time, and will not be able to complete these assessments within a reasonable timeframe, due to unforeseen, exceptional, and/or severe circumstances.
 - 7.3.1. This notation is reserved for when the Student was demonstrating satisfactory achievement in the course prior to the affecting circumstance.
 - 7.3.2. Reasons for assigning this notation may include, but are not limited to, the following;
 - a) medical conditions, including mental health conditions;
 - b) a dependent with medical conditions;
 - c) bereavement;
 - d) military service; and/or,
 - e) other personal affairs which may result in prolonged distress and/or disengagement from studies.
 - 7.3.3. This notation does not grant credit for the course.
 - 7.3.4. The Student must submit a request for a Withdrawal with Extenuating Circumstances notation via their online student portal (MyUCW) before the last day of the Academic Term.
 - 7.3.4.1. The Registrar reserves the right to accept a late submission if the Student has reasonable justification as to their inability to submit within the required deadline.
 - 7.3.5. The Registrar's Office reserves the right to consult with other parties that have information relevant to the request.
 - 7.3.6. The request is approved at the sole discretion of the Registrar or to an assigned designate.
 - 7.3.7. The Registrar's Office will record the WE notation (for approved requests) on the Student's transcript.

- 7.3.7.1. This notation may override an existing final grade assigned by the Faculty Member.
- 7.3.8. All grading procedures will continue as normal and will be reflected in any transcript that is issued during the period that the request for a Withdrawal with Extenuating Circumstances notation is being reviewed.
- 7.3.9. The Registrar reserves the right to assign the WE notation without a request from the Student if there is reasonable justification to their inability to submit the request them-self.
- 7.4. The Student may voluntarily request to withdraw from their program.
 - 7.4.1. The Student will be required to withdraw from any course section enrolment(s).
 - 7.4.1.1. The Student will remain subject to the applicable withdrawal procedures.
 - 7.4.1.2. The Student will remain subject to any applicable academic and/or financial penalties.
 - 7.4.2. The Student will remain liable for any outstanding financial obligations with the University.

8. Academic Withdrawal

Refer to policy [9023 - Academic Standing](#) and its accompanying procedures document.

9. Administrative Withdrawal

- 9.1. The Registrar's Office will withdraw the Student from their program if they have had no active enrolments for a minimum two (2) successive terms and are not on an approved leave of absence.
- 9.2. The Registrar's Office may be required to withdraw the Student from their courses and/or program due to significant outstanding fees.
- 9.3. The Registrar's Office may be required to withdraw the Student from their course(s) and/or program due to either academic and/or behavioural misconduct.
 - 9.3.1. The Student may be subject to additional disciplinary sanctions.
 - 9.3.2. Refer to policy [9014 - Student Rights and Responsibilities](#) and its accompanying procedures document.
- 9.4. The Student will remain liable for any outstanding financial obligations with the University upon being administratively withdrawn.

10. Tuition Fee Adjustments

10.1. Finance will administer a Tuition Fee Adjustment for the Student due to;

- a) an approved enrolment request and/or change of enrolment request that is submitted before the Add/Drop deadline;
- b) being required to withdraw for not meeting a prerequisite requirement; and/or,
- c) being required to withdraw for poor academic standing.

10.1.1. Finance will apply any prior payment(s) that exceed(s) the fees owed as a credit balance to the Student in an unpaid account.

10.1.1.1. The Student may use this credit to be applied to future fees and/or other costs with the University.

10.1.1.2. The Student may be eligible to apply for a refund.

10.1.1.3. Refer to policy [3001 - Student Tuition Refunds](#) and its accompanying procedures document.

10.2. Finance will not administer a Tuition Fee Adjustment for the Student due to;

- a) a voluntary withdrawal submitted after the Add/Drop deadline;
- b) being required to withdraw due to outstanding fees;
- c) withdrawal with extenuating circumstances; and/or,
- d) being required to withdraw due to academic and/or behavioural misconduct.

10.2.1. The University reserves the right to administer tuition adjustments if there is reasonable and/or compassionate justification.

10.2.1.1. These adjustments are exceptions and will be independent to each case.

10.2.1.2. The decisions are at the sole discretion of the Vice President, Administration or an assigned designate.

11. Responsibilities

11.1. The Registrar's Office is responsible for;

- a) publishing the Add/Drop deadlines within the University's Academic Calendar and/or website;
- b) administering any withdrawal within a reasonable timeframe as to minimize the impact of its effect;
- c) Updating and amending the Student's transcript as required to accurately reflect their enrolment activities; and,

d) reviewing the above procedures periodically as appropriate.

11.2. Finance is responsible for administering Tuition Fee Adjustments within a reasonable timeframe.

11.3. The Student is responsible for;

- a) ensuring that they understand the rules and deadlines relating to enrolments and their program requirements;
- b) selecting and enrolling into their course(s);
- c) seeking out institutional support relating to their enrolment(s) including academic advising, financial services, student services, and/or accessibility services; and,
- d) paying any financial penalty which may be incurred due to a course change and/or withdrawal.