



Administrative Regulation
Chapter 5 – Student Services

AR 5075 COURSE ADDS AND WITHDRAWALS FROM COURSES

Procedures for student course adds and withdrawals shall be published in the course catalog, schedule of classes and college website. The district shall include provisions for proactive interventions such as counseling, GPS (Gateway to Persistence and Success) and other College support services to mitigate extenuating circumstances and multiple withdrawals. The District shall ensure that students have equitable access to counseling and other student support services.

It is the instructor’s responsibility to ensure that students attending course are officially enrolled. It is the student’s responsibility to confirm enrollment. Those failing to enroll by the applicable deadline may not receive credit for the course. Enrollment related deadlines will be 11:59 pm.

Enrollment Without Add Code

There are four conditions for enrollment without requiring an instructor Add Code.

1. During the regular enrollment cycle, students may enroll in courses directly through their student portal as long as the class is open and has not yet begun.
2. For online, hybrid, or “To Be Arranged” classes (using an alternate method for scheduling), students may enroll through the Sunday evening (11:59 pm) before the first class meeting.
3. For classes meeting once per week or courses with a lab, students may enroll through the evening (11:59 pm) before the first class meeting.
4. For all classes that are less than 90% full, with the exception of #2 and #3 above, students may enroll through the evening (11:59 pm) before the second class meeting.

Enrollment With Add Code

Once the term begins, a student will need an instructor Add Code to enroll in a class, except for the conditions outlined above.

Additional information may be found on the enrollment section of the class schedule, catalog and website.

Other Permitted Enrollment Processes

Students who do not enroll by the deadline due to extenuating or extraordinary circumstances may submit an Admissions and Records, Special Consideration Petition, that explains the condition(s) that prevented the enrollment in a timely manner. An instructor approved petition will be required for enrollment. The decision to either grant or deny the petition shall be made by the Special Consideration Committee or Dean of Enrollment Services or designee.

Instructors may permit a dropped student to re-enroll by issuing a reinstatement code to the student. The student shall then add the course via their student portal using the reinstatement code. Reinstatement codes are valid up until the 90 percent point of the length of the course.

Faculty may only issue a reinstatement code to a student who was previously enrolled in the course. Reinstatement codes may not be used to enroll new students in the course.

Before the “Avoid a “W” deadline, a switch from one section of the same course to another section (class must be of the same length) is permitted under limited circumstances with approval of the instructor of the new section, the department chair, and the Dean of Enrollment Services or designee. Exceptions may be considered.

Students who re-enroll in the same class of the same length and incurred a second course enrollment fee, between the Refund deadline and Avoid a “W” deadline, may submit a Special Consideration Petition for a refund.

Students intending to change courses without paying additional enrollment fees once the course has begun must do so prior to the Refund Deadline. Students are responsible for checking their student portal to determine the current term refund deadline for each course. The refund period can be different for each course.

The District may not permit a student to enroll in two or more sections of the same credit course during the same term unless the length of the course is such that a student may enroll in two or more sections of the same course during the same term without being enrolled in more than one section at any given time.

Holds Preventing Enrollment

Numerous SMC departments have the ability to place a hold on a student record, which can prevent future enrollment, not prevent a withdrawal. These holds are placed for a variety of reasons, but generally mean that a department needs to be contacted to resolve an issue, or additional information may be requested in order to remove the hold.

Students who have a hold on their student record must clear their hold prior to enrolling for the following term(s). Students will be allowed the processing of transactions while a hold is on their student record for the current term (i.e. withdrawal of a course).

The Educational Debt Collection Practices Act prohibits Districts from withholding a transcript because the student owes a debt. If a student owes tuition, they are still able to obtain transcripts and/or verifications of enrollment. Some holds may impact the release of transcripts (i.e. Disciplinary).

The District may withhold diplomas and future registration privileges from any student or former student who fails to pay a proper financial obligation to the District.

Eligibility for Refunds (10%)

Per Title 5, Section 58508, to receive a refund for a course, students must withdraw by the Refund Deadline that corresponds to the second Sunday after classes begin for a full-length semester course; and for a short-term course, the student must withdraw by the 10 percent point of the length of the course (known as the refund deadline).

Refund deadline dates are posted next to each course for the specific term in the student portal and in the instructor’s portal.

A student may withdraw from a single course or courses and may be eligible for a refund minus a processing fee not to exceed \$10. Transcripts will not include any notation of such enrollment(s).

To ensure that student is eligible for a refund, faculty may drop any student who has not attended or actively participated in a course prior to the refund deadline which is the second Sunday after classes begin for a full-length semester course or before the 10 percent point of the length of a short-term course.

Pursuant to Title 5, section 58509, any student who withdraws from one or more courses, where the district finds that such withdrawal was necessary due to an extraordinary condition as defined in section 58146 shall be eligible for a refund:

- a. The District shall record an Excused Withdrawal "EW" on the academic record of a student who withdraws from one or more courses due to extraordinary condition(s). The student must submit a Special Considerations Petition for an "EW" and a refund will be issued.
- b. An "EW" shall not be counted in progress probation and dismissal calculations, or toward the permitted number of withdrawals or counted as an enrollment attempt.

Student Withdrawals from Course

Students may withdraw from courses at any time up until the 75 percent point of the length of the course through their student portal. Students who stop attending a class and remain on the instructor's roster may get a substandard grade as determined by the instructor. Students are ultimately responsible for withdrawing from courses they no longer attend as stated in AR 5070 Attendance. The designated withdrawal deadline dates are posted in the student's portal. If the withdrawal deadline date is on a holiday, the deadline date will be the following business day.

The District will inform students of pertinent important deadlines early in the term through their student portal.

Students anticipating or encountering extended absences due to medical, personal, or family emergencies should immediately contact the instructor of the course.

- Withdrawal to Avoid a "W" notation on Academic Transcript (30%)
To avoid a "W" notation on their academic record, a student must withdraw from the chosen course or courses, or be withdrawn by faculty through the fourth Sunday after classes begin for a full-length semester course; or by the 30 percent point of the length of a short-term course. Such withdrawals will not be counted toward the permitted number of withdrawals or counted as an enrollment attempt, nor will it be counted in progress probation and dismissal calculations per Title 5, Section 55024.
- Withdrawal with a "W" notation on Academic Transcript (75%)
A "W" notation will be assigned if a student withdraws from the chosen course or courses, or is withdrawn by faculty after the fourth Sunday after classes begin and up until the twelfth Sunday after classes begin for a full-length semester course (excluding Spring break); or after the 30 percent point of the length of a short-term course and up until the 75 percent point of the length of the course. The student will receive "W" notation(s) on their transcript and the units will be counted toward the permitted number of withdrawals and counted as an enrollment attempt, and will be counted in progress probation and dismissal calculations per Title 5, Section 55024.

Clearing Rosters at Census (20%)

To ensure an accurate student count, and prevent students from receiving a “W”, instructors must clear the rosters of inactive students (i.e. drop students) as provided by Title 5, Section 58004(c) no later than the day immediately preceding census day. Census day is the third Monday after classes begin for a full-length semester course; or the day immediately prior to the 20 percent point of the scheduled meetings for a short-term course.

“Non-attending” on ground students or “inactive” online students are defined as any student as of census day who:

- (1) has been identified as a no show (defined as never attended or never participated), or
- (2) has officially withdrawn from the course, or
- (3) has been dropped from the course due to excessive absences or lack of substantive interaction/participation in online courses as specified in the instructor’s syllabus as guided by Title 5, Sections 55204 and 58004. Instructors may only drop students from a course for excessive absences or lack of substantive interaction/participation and not due to poor performance.

Students with extenuating circumstances beyond their control and who have contacted the instructor may be left on the roster at the instructor’s discretion pursuant to Title 5, Section 58004.

Faculty Role in Withdrawal Process

A faculty member should specify consequences for lack of attendance or substantive interaction/participation in the course syllabus. Participation requirements, if any, shall be outlined in the course syllabus.

Students who have excessive absences or a lack of substantive interaction/participation should be withdrawn by the instructor. Instructors are encouraged to refer students to campus resources for additional support. Instructors are also encouraged to inform students that they may be withdrawn if they do not reengage in the course. If instructors withdraw a student and later determine that the student can return to the class, the instructor may issue a reinstatement code prior to the 90 percent point of the length of the course. Students reinstated may be required to complete any missed assignments and examinations.

A student may be withdrawn by faculty up until the 75 percent point of the length of the course for excessive absences or lack of substantive interaction/participation as specified in the course syllabus. Students concerned about their performance in the course should consult with their instructor to determine if remaining in the course past the 75 percent point of the length of the course is in their best interest.

Faculty are encouraged to inform students to make contact with the instructor when anticipating extended absences due to medical, personal, or family emergencies.

Last Official Date for Faculty to Drop Students (75%)

The last official withdrawal date shall correspond to the twelfth Sunday after classes begin for a full-length semester course (excluding Spring break); or 75 percent point of the length of a short-term course. A student actively enrolled in any course after the withdrawal deadline shall receive one of the following grade notations: A, B, C, D, F, P, NP, SP, I, IP, or RD.

Enrollment Limitation

A student will be permitted to withdraw from a course and receive a “W” or substandard grade (“D”, “F”) or “NP” notations no more than three times for the same course. Exceptions apply per AR 4225 Credit Course Repetition.

Withdrawal Due to Discriminatory Treatment or Due to Retaliation

A “W” shall not be assigned, or if assigned shall be removed, from a student’s academic record, and assigned an excused withdrawal “EW”, if a determination is made pursuant to Title 5, Sections 59300 and 55024.8 that the student withdrew from the course due to discriminatory treatment or due to retaliation for alleging discriminatory treatment.

Military Withdrawal (MW)

The military withdrawal “MW” symbol shall be assigned only for students who are members of an active or reserve U.S. military service or National Guard who receive orders compelling a withdrawal from courses in accordance with the requirements of Title 5, Section 55024.

- a. The student must file an Admissions and Records, Special Consideration Petition. Upon verification of such orders, this “MW” symbol may be assigned at any time unless academic credit has been awarded. The “MW” will not be counted toward the permitted number of withdrawals or counted as an enrollment attempt, nor will it be counted in progress probation and dismissal calculations. In no case may a military withdrawal result in a student being assigned an “F” grade.
- b. Students who are members of an active or reserve U.S. military service, and who have withdrawn from courses due to military orders, may file an Admissions and Records, Special Consideration Petition, with the district requesting a full refund of the tuition and fees paid to the college for the academic term in which the student was required to report for military service. The district shall refund the entire fee unless academic credit has been awarded.

Excused Withdrawals (EW)

The “EW” will not be counted toward the permitted number of withdrawals or counted as an enrollment attempt, nor will it be counted in progress probation and dismissal calculations. In no case may an excused withdrawal result in a student being assigned an “F” grade.

A student who was issued a withdrawal “W” or grade may petition for an “EW” due to extenuating circumstances or extraordinary conditions.

A student may withdraw from a course due to extenuating or extraordinary circumstances and petition for an “EW” while the course is in session and up until the last day of instruction for the course (same as P/NP deadline). The last day of instruction will be determined by the length of the course.

a. Excused Withdrawal Due to Extenuating Circumstance

Per Title 5, section 55024, excused withdrawals shall be allowed to students in extenuating circumstances at any time during the term as noted above, or by a Special Consideration petition for the student by their representative with written authorization from the student. If the student is incapacitated, a Late/Excused Withdrawal Petition may be filed by the student upon regaining capacity.

Extenuating circumstances are primarily connected to factors that impact the student such as circumstances beyond the student's control affecting their ability to complete their course(s) in accordance with the requirements of Title 5 Sections 55024 and 55023. The district shall proactively engage with the student or their authorized representative to identify available college support services that may mitigate the extenuating circumstances and prevent withdrawal. If mitigation efforts are unsuccessful, the student shall receive the "EW" symbol on their transcript. Students shall not be denied an excused withdrawal due to a College's inability to respond to the petition or to provide sufficient assistance to mitigate the student's circumstances.

b. Excused Withdrawal Due to Extraordinary Condition

Per Title 5, section 58509, an excused withdrawal shall be assigned if a student withdraws from a course due to an extraordinary condition at any time during the term as noted above, or by a Special Consideration petition for the student by their representative with written authorization from the student. If the student is incapacitated, a Late/Excused Withdrawal petition may be filed by the student upon regaining capacity.

"Extraordinary conditions" allow the district to provide a full refund of enrollment fees to a student.

An "extraordinary condition" is an event that prevents a district from maintaining instruction for at least 175 days during a fiscal year or materially decreases a district's general apportionments and meeting the requirements of Title 5, section 58146. An "extraordinary condition" may be caused by the following events: fire; flood; earthquake; impassable roads; an epidemic or a pandemic; the imminence of a major safety hazard as determined by local law enforcement agency; a strike involving public transportation services used by students; the unavailability of classroom facilities leased by the district where the unavailability is caused by extraordinary factors beyond the control of the district; any order of any military officer of the United States or of the state to meet an emergency created by war or any civil officer of the United States, of the state, or of any county, city and county, or city authorized to issue such order to meet emergency created by war; a public health crisis recognized by a city or county board of health, or the State Department of Public Health; another emergency declared by the state government or the federal government, or the student was personally impacted by an event described above.

c. Petitioning for Excused Withdrawal (EW)

- A student should initiate an "EW" request while the class is still in session through their student portal if withdrawing due to extenuating or extraordinary circumstances through the twelfth Sunday (11:59 pm) after classes begin for a full-length semester course (excluding Spring break) or by the 75 percent point of the length of a short-term course. A student who is requesting an "EW" after receiving a "W" notation need not provide documentation as part of the request.
- A student may petition to withdraw from a course after the 75 percent point of the length of the course and petition for an "EW" if they have extenuating or extraordinary circumstances. A student who is requesting an "EW" after the "W" deadline has passed need not provide documentation as part of the request. Students must submit an Admissions and Records, "Late/Excused Withdrawal Petition".

- Although it may not be possible for the petition to be reviewed prior to a grade being issued, the student will be eligible for the “EW”, provided the petition was filed no later than the last day of instruction.
- A student who is requesting an “EW” after receiving a grade in the course will be required to submit a Late/Excused Withdrawal petition and documentation to support the request. The submission of documentation and thorough explanation could increase the likelihood of an approval of the request. Details of extenuating circumstances and extraordinary conditions are provided in Title 5, section 55024, 58146 and 58509. The faculty member may be asked for last date of attendance or substantive interaction/participation for students submitting a Late/Excused Withdrawal petition. In some instances, a student may have completed the course (final/assignment) and earned a grade.
- Students may submit a “Special Consideration Petition” to request a refund of enrollment fees, if the “EW” was due to extraordinary conditions, per Title 5, section 58509.
- Students must submit a Late/Excused Withdrawal petition for “EW” no later than two years following the end of the term when the course was taken. Petitions submitted after two years may be considered if corroboration/documentation can be obtained from the faculty member.
- Petitions will be reviewed by the Admissions & Records Special Considerations Committee or designees in the order received. The estimated turnaround is approximately 4-8 weeks, provided documentation has been received when necessary for a decision.

Also see AR 5070 Attendance, AR 4225 Credit Course Repetitions and AR 4230 Grading and Academic Record Symbols

*Reference: CCCCCO Student Attendance Accounting Manual
Education Code Sections 70901, 70902, 79020
Title 5, Sections 55000 et seq, 55005, 55022-55024, 55204, 55031-55033, 58000 et seq, 58003.1, 58004-12, 58020-23, 58120, 58142, 58146, 58161, 58508, 58509, 58782 and 59410.*

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(Replaces former SMC AR 4321)