

## Policy Statement

Terra State Community College is committed to supporting student success. When documented hardship prevents a student's successful completion of meeting the requirements of an individual class or a course of study, Terra State will consider a request for academic course withdrawal to provide time for a student to recover from a specific medical or personal hardship.

## Policy Purpose

Considering the medical / compassionate withdrawal policy, a hardship is defined as an event that causes significant suffering, hardship, or other extenuating circumstances that hinder attendance and / or academic performance (personal medical emergency, homelessness, death or serious illness of dependent individual, unexpected job status change, or other unavoidable event that significantly prevents academic progress).

## Policy Details

1. The medical / compassionate withdrawal process is used only after the 100% financial reimbursement drop date in the semester (i.e. when a student can no longer drop a course online without negative consequence). Prior to the 100% drop date, students can drop courses on their own with no academic or financial penalty.
2. An approved medical / compassionate withdrawal will replace any pending grade in a course with a W (withdrawal). However, the process does not approve requests in cases where students are dissatisfied with their grades, are unable to drop courses without financial consequence because the 100% drop date has passed, or are placed on academic probation or suspension due to poor academic performance.
3. To request a medical / compassionate withdrawal, a student must submit the Medical / Compassionate Withdrawal Request Form no more than 30 calendar days after the last day of the semester for which the withdrawal is desired. All forms must be submitted no later than June 30th of the fiscal year during which the request is made. The form, along with any supporting documentation, must be submitted to the Associate Dean of Students.
4. If a student is incapacitated to the point of inability to contact Terra State directly, another individual representing the student can work with the Associate Dean of Students to submit the documentation on the student's behalf. Additional steps may be required to safeguard student confidentiality while determining identity.
5. Approval does not automatically provide reimbursement of tuition, housing costs, and fees. Financial Aid, outstanding bills, and other financial ramifications are subject to separate approval. The request will be reviewed by the Financial Aid Office and the Cashier's Office prior to a final financial decision, considering all financial responsibilities and impacts. Depending on the specific student situation, the students' responsibility for tuition and fees

may be reduced, pro-rated, or waived. Withdrawal itself can impact Financial Aid, especially satisfactory progress toward achievement of an academic program. Due to financial complications, the reduction of a bill, pro-rating of outstanding financial commitments, or refunds must be considered on a case-by-case basis.

6. Students with a known medical condition that requires accommodation are encouraged to register with Disability Services (part of the Academic Service Center at Terra State Community College). Registration with Disability Services prior to the start of a semester is important in order to initiate supports for academic success as early as possible.

## **Procedures**

1. A student who seeks to withdraw from Terra State due to hardship must submit the Medical / Compassionate Withdrawal Request Form to the Associate Dean of Students. Please include all supporting documentation with the original form submission.
2. The supporting documentation accompanying the request must verify the nature of the event, date(s) the event occurred, an explanation of how the hardship affected the student's ability to be successful, and any other documentation which provides appropriate supporting details, including:
  - a. Medical forms or a signed letter from a caregiving professional that indicates hospitalization or decreased capacity to complete academic work.
  - b. Legal documents that indicate an inability to attend class or decreased capacity to complete academic work (e.g. letter from attorney, court records, police report, fire report).
  - c. Obituary or other document indicating death of a dependent or immediate family member.
  - d. Other formal documentation related to an uncontrollable circumstance which directly impacts a student's success.
3. If additional documentation is necessary, you will be contacted by the Associate Dean of Students or a designee. If additional items are needed before a final decision can be made, you will have 10 business days to supply the additional information. If not provided within 10 business days, the request will be denied.
4. The Associate Dean of Students, or designee, will review the Medical / Compassionate Withdrawal Request Form, along with supporting documentation, and determine whether the submitted personal statement and documents support a finding that the student was unable to achieve academic success due to the occurrence of the specific hardship.
5. Students will be informed of the decision outcome within 10 business days of successful submission of a completed Medical / Compassionate Withdrawal Request Form and all required supporting documentation.
6. A student who wishes to appeal the decision of the Associate Dean of Students must submit an appeal letter in writing to the Assistant Vice President of Student and Enrollment Services, or designee, within 10 business days of notification of the outcome.

The decision of the Assistant Vice President of Student and Enrollment Services, or designee, is final.

**Resources**

- FORM FORTHCOMING

**Contacts**

<b>Contact Name</b>	<b>Position</b>	<b>Email</b>	<b>Phone/Ext</b>
<i>Kristen Lindsay</i>	Interim Assistant Vice President of Student and Enrollment Services	<a href="mailto:klindsay01@terra.edu">klindsay01@terra.edu</a>	2400

**History**

<b>Date</b>	<b>Notes</b>
10.18.2018	Issued

