



San José State
UNIVERSITY

A campus of The California State University

Office of the Academic Senate • One Washington Square • San Jose, California 95192-0024 • 408-924-2440 Fax: 408-924-2451

F04-2

At its meeting of November 22, 2004, the Academic Senate passed the following Policy Recommendation presented by Senator Thames for the Instruction and Student Affairs Committee.

POLICY RESOLUTION
REPLACEMENT OF THE DROP POLICY
(REPLACES F01-2, WHICH MODIFIED S99-12)

- Whereas: The Chancellor's Office of the CSU in 2002 established a policy for refund of fees (Title V. Education; Division 5. Board of Trustees of the California State universities. Chapter 1. California State University. Subchapter 5. Administration. Article 3 Fees. Section 41802. Refund of Fees Including Nonresident Tuition), and
- Whereas: Title V, Section 41802 renders the references to refunds in F01-2 incorrect, and
- Whereas: The title of F01-2 does not reflect the information it contains regarding refunds, and
- Whereas: The designation of "U" is no longer used, and
- Whereas: Title V, Section 41802 (d) (3) states: "For self-support, special sessions and extension course tuition fees: Refunds of tuition and fee charges for self-support, special sessions and extension courses shall be made in accordance with policies and procedures established by the campus offering the session or course," be it therefore
- Resolved: That the attached replacement for F01-2 be adopted.

Consulted: Associate Dean, Undergraduate Studies; Director of Registrar Services; Director, Academic Services Unit of Enrollment and Academic Services; Associate Dean, International and Extended Studies; Graduate Studies and Research

Present: Willey, Greathouse, Moran, Bjerkek, Kelly, Nguyen, Campsey, Dresser, Thames, McClory, Peck, Southerland, Hansen, Gonzales, Propas

Absent: Pour, Guerra, Brada-Williams

Vote: 15-0

Financial Impact: None

Refunds, Drop Policy and the "W" Symbol

1. a) For regular state supported semesters, refund regulations for the CSU system are prescribed by the California Code of Regulations Title V, Section 41802 and applicable CSU Chancellor Executive Orders. In particular, at SJSU, the principles for refunds include the following:
 - i. Dates for full refunds shall in no case be more than five business days before the first day of instruction (not the first course meeting);
 - ii. Information regarding refunds shall be stated clearly and disseminated widely as as possible so that students and departments can plan in a timely manner. For regular state supported sessions, all refund information will be posted in all versions of the Schedule of Classes where fee and payment information is publicized. The information will also be detailed on the Bursar's website.
- b) Title V, Section 41802 states that for self-support, special sessions and extension course fees, refunds shall be made in accordance with policies and procedures established by each campus. At SJSU, the refund procedures shall be established by the International and Extended Studies Office, and shall include the following:
 - i. Dates for full refunds for self-support, special sessions, and extension courses shall be as close as possible to the first day of instruction (not the first course meeting) for those events, but shall in no case be more than five business days before the first day of instruction;
 - ii. Refund information will be posted on appropriate forms and publications for the self-support, special and extension sessions. The information will also be detailed on the SJSU International and Extended Studies and Bursar's websites.
2. The consequences of dropping a course are to be determined by the following schedule:

One instructional day before Census Day: Last day for the student to add a class; also the last day for instructor drops

Six instructional days before Census Day: Last day to drop a class without a "W"
3. Census Day is the 20th day of instruction; The last day to drop without a "W" is the 14th day of instruction: The last day to add a class is the 19th day of instruction.
4. After the 14th day of instruction (six instructional days before Census Day), a student may withdraw from class only for "serious and compelling reasons" which shall be defined as circumstances and genuine emergencies beyond the student's control.
5. These circumstances must be documented with such evidence as death certificates (or equivalent) of immediate family members, letters from employers, or notes from doctors. Failure, or anticipated failure, or non-attendance, is not a valid reason for withdrawing from a course.

6. The Vice President for Student Affairs shall develop a list of acceptable circumstances and guidelines for certification of said circumstances, petition forms to be issued to all colleges (which shall include space to state the reasons for the proposed withdrawal, and the current grade the student is earning), and appropriate sanctions for those submitting fraudulent certification.
7. The President shall appoint one individual (in accordance with Executive Order 268) to administer course and university withdrawals. This individual will be responsible for distributing and receiving petitions, verifying certification, and approving withdrawal from the University. A department, school or college, (hereafter referred to as an academic unit) that wishes to be exempt from this provision may apply for an exemption for a period of three years by submitting a written statement to the Undergraduate or if appropriate, the Graduate Studies Office, explaining how an exemption best serves its academic mission. Upon receipt, either the Associate Vice President of the Undergraduate or Graduate Studies Office shall either approve or deny the exemption request. If the exemption request is approved, the exempted academic unit's highest ranking administrative officer shall have the authority to approve or deny late drop petitions for their courses for a period of three academic years, beginning with the semester the exemption request was granted. The highest ranking administrative officer for a department is the department chair; for a school, the highest ranking administrative officer is the program director and for a college, the highest ranking administrative officer is the dean. Within 3 working days of approving or denying a late drop petition, an academic unit shall convey the decision to the President's appointee using electronic mail and also send to the President's appointee the original, signed late drop petition and a copy of all other supporting materials related to the late drop petition. In the event of an approved late drop petition, upon notification by the administrative unit, the President's appointee shall then immediately notify the appropriate administrative units of the late drop decision.
8. In the case of course withdrawals, students must first obtain the faculty member's signature. This signature indicates that the student has been advised of his/her options regarding the course. Students will be advised about the possible negative impact of the "W" on their transcript and where appropriate, be encouraged to consult with the Student Resource Center. If a faculty member does not sign the petition, the matter will be resolved either by the President's appointee or the highest ranking administrative officer for the exempted academic unit. The President's appointee or the highest ranking administrative officer of the exempted academic unit will verify the certification that the student uses to indicate "serious and compelling" reasons for needing to withdraw before signing the petition.
9. When a "W" appears on a student's transcript, the transcript will contain a notice that withdrawals at San Jose State University are given only for circumstances beyond the student's control, and not for any other reason, including academic performance. The "W" will remain uncounted in the student's GPA, as before.
10. The option of the Incomplete remains, as before.
11. Nothing in the above prevents an instructor from dropping a student who has neither attended class nor contacted the instructor by the "Instructor Drop" deadline which is one instructional day before Census Day.
12. A "WU" remains appropriate to assign when a student, who is enrolled on Census Day, does not successfully petition for a "W" but fails to complete course requirements, and those assignments which were completed were insufficient to make normal evaluation of academic performance possible.

ACTION BY UNIVERSITY PRESIDENT: Approved by Interim President Don Kassing on December 15, 2004