Policy Recommendation:
Adding, dropping, and withdrawing from courses
“W” symbol
Refunds


Whereas: Current policy allows insufficient time for students to adjust their course schedules in the first few weeks of the semester; and

Whereas: Allowing students to drop courses up to the census date would prevent them from incurring “W” grades on their transcript, which count toward “units attempted” for semester enrollment and financial aid eligibility purposes; and

Whereas: Having a single deadline for both dropping and adding courses adds clarity and consistency; and

Whereas: Until the ninth day of instruction, students are automatically enrolled in courses if they are on waitlists, in accordance with F20-1; and

Whereas: Permission codes can therefore be required in order to add courses starting on Day 10 of the semester, giving faculty control over enrollment at that point; be it therefore

Resolved: That S05-12 and F02-2 be rescinded, and the following become university policy.

Resolved: That the add dates noted in F15-3 “Establishing a Committed Presence in a Class” be amended accordingly upon passage of the below.

Approved: March 12, 2022
Vote: 12-0-3
Present: Allen, Frazier, French, Hill, Jackson (non-voting), Kaur, Kumar, Lupton, Masegian, Merz, Sen, Walker, Wilson, Wolcott, Yang, Yao

Absent: Leisenring, Rollerson

Financial impact: Reduced late add fee for students: late add fee between add deadline and Census Day (currently $45) would no longer apply.

Workload impact: Reduced workload for Registrar’s Office, Undergraduate Education, and College of Graduate Studies in processing late drop and add petitions in the pre-Census period. Reduced workload for faculty, department chairs, and administrators in signing late drop and add petitions.
Add / drop dates

“W” symbol

Refunds

Note: Census Day is the 20th day of instruction.

1. Adding, dropping, and withdrawing from courses; and the “W” symbol

   a. Starting on the 10th day of instruction, instructor consent (a permission code) shall be required for a student to add a class. The online registration system (currently PeopleSoft) will be programmed accordingly and per F20-9.

   b. The last day for a student to add class (with a permission code) and / or drop a class shall be one instructional day before Census Day.¹

   c. Late drops (withdrawals): on or after 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. Poor academic performance or non-attendance, in the absence of other extenuating circumstances, are not valid reasons for withdrawing from a course.

   d. These circumstances must be documented with such evidence as death certificates (or equivalent) of immediate family members, letters from employers, or notes from healthcare providers, doctors, or death certificate (or equivalent) of immediate family member.

   e. The Vice ProvostPresident for Undergraduate Education, Studies and the Dean of the College of Graduate Studies shall together develop a list of acceptable circumstances and guidelines for supporting documentation 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 documentation certification.

   f. The President shall appoint one individual (in accordance with Executive Order 1037268) to administer course and university withdrawals. This individual will be responsible for distributing and receiving petitions,

¹ See separate policy S20-9 for instructor drops.
verifying *supporting documentation* 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.

g. In the case of course withdrawals, students must first obtain the faculty member’s signature. This signature *acknowledges that the faculty member has been informed of the student’s intent to drop the course* indicates that the student has been advised of his/her options regarding the course. Students will be advised to consult with their appropriate academic advisors about the possible impacts of dropping the course, about the possible negative impact of the “W” on their transcript and where appropriate, and will be encouraged to consult with the Financial Aid Office about how this may impact their financial aid eligibility or award, if appropriate Academic Services. 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 (Department Chair, School Director, or College Dean. 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.

h. 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 not be counted remain uncounted in the student’s GPA, as before.

i. The option of the Incomplete remains as before.

j. A “WU” is the appropriate grade 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 that were completed were insufficient to make normal evaluation of academic performance possible.

2. Refunds in relation to dropping or withdrawing from courses

a. For regular state supported semesters, refund regulations for the CSU system are prescribed by the California Code of Regulations Title 5, 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 be as close as possible to the first day of instruction (not the first course meeting), but shall in no case be more than five business days before the first day of instruction;

ii. Information regarding refunds shall be stated clearly and disseminated widely as early 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 5, 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 College of Professional and Global
Education 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 these events but shall in no case be more than five business days before the first day of instruction;