

# Processing Term Withdrawals

**Purpose:** Use this document as a reference for how to process withdrawals in ctcLink.

**Audience:** Registration staff

 You must have at least one of these local college managed security roles:

- **ZD SR Super User**
- **ZD SR Term Activation**
- **ZD SR Withdraw**
- **ZZ SR Term Activation**
- **ZZ SR Withdraw**

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Use the **QCS\_SR\_WITHDRAWN** query to identify students who have dropped all courses for the term.

**Term Withdrawal functionality simplifies completely withdrawing students after the 10th day of a term. Throughout a term, it can be used to process withdrawals of students for all sessions. OEE** enrollments must be dropped using Quick Enroll or Enrollment Request prior to processing a Term Withdrawal. Users will get an error on the Term Withdrawal processing page if students are still enrolled in OEE courses.

1. The term withdraw function updates FA Term to indicate when a student is no longer attending.
2. The function is also integrated into NSC reporting. If you do not term withdraw students, you will receive errors on your NSC report.
3. Students who have dropped some but not all their classes within a term are not included.

## Processing Term Withdrawals

**Navigation:** Records and Enrollment > Student Term Information > Term History

1. The **Term History** search page displays.
2. Enter **Search Criteria** to identify your student.
3. Select **Search**.
4. The **Term Statistics** tab displays.
5. Select the **Term Withdrawal** tab.
6. The **Term Withdrawal** page displays. Use the Arrows in the top-right corner and navigate to the correct institution and term.
7. Select **Withdrawal/Cancel** = "Withdrew."
8. Select the appropriate **Withdrawal/Cancel Reason**.
9. The **Withdrawal/Cancel Reason** is determined by the **Adjust Reason** selected as the **Set Default** on the Adjustment Calendar (*Student Financials*).

The screenshot shows the 'Term History' interface with the 'Term Withdrawal' tab selected. The student's name is Noelle Smith and the ID is 202148113. The academic career is Undergraduate. The institution is Tacoma CC, the term is SPRING 2023, and the student is a Freshman. The 'Withdrawal \ Cancel' dropdown is set to 'Withdrew', and the 'Withdrawal \ Cancel Reason' dropdown is open, showing options: Administrative Withdrawal, Medical, Non-Payment of Fees, Retroactive, and Term Withdrawal. The 'Term Withdrawal Status' is 'Post Term Withdrawal' and 'Tuition Calc Required' is checked. The form includes buttons for Save, Return to Search, Notify, Update/Display, Include History, and Correct History.

**i** Withdrawal\Cancel Reasons are set up independently from the Action Reason codes on a Drop Enrollment Action reasons set up for refunds on Quick Enroll or Enrollment Request.

1. **Please work with your Student Financials Office on which Withdrawal\Cancel Reason codes to use for your student scenarios. Follow your college's local business process.**
2. **A Term Withdrawal will override refund percentages if they differ from the standard calendar refund period.**

Suppose an individual course must be dropped with a different adjustment amount. In that case, users must process the **drop on the Enrollment Request page** using a backdate of the action date to fall within the adjustment period.

A warning message will display if processing a Term Withdrawal **after grades have been posted to a student's term**. Sometimes this is accurate as a student has already been dropped from the courses individually, and the student has "W" grades.

**When this warning message displays, it is recommended to check the student's record to verify that all grades are a "W" as a Term Withdrawal should not be used if the student has non "W" grades.**

10. Enter **the Withdrawal/Cancel Date** provided in the query results.
11. Enter **the Last Date of Attendance supplied** in the query results.
12. Select **Post Term Withdrawal**.
12. Select the **Success** or **Error** link to view messages associated with posting the term withdrawal.
13. The **Term Withdrawal Run Status** page displays. Use it to view the status and process messages for enrollment requests generated by the withdrawal and cancellation process to determine the changes you must make to a request or a student's records to post a request successfully. You can also use this page to record all withdrawal and cancellation requests submitted through the Term History component.
14. Process complete.

## Video Tutorial

The video below demonstrates the process actions described in steps listed above. There is audio with captions included with this video. Select the play button to start the video.


## Video Tutorial Via Panopto

View the external link to [Processing Term Withdrawal](#). This link will open in a new tab/window.



**Messages you may get when posting a Term Withdrawal:**

1. \* **You must set up the Acad Calendar Term Table for Institution: WA171, Career: UGRD, Calendar: AQTR, Term: 2201 (14630,37)**
  - This message means that you have not completed the required configurations for Term Withdrawal
2. \* **Warning -- date out of range. (15, 9)**
  - This message is a warning to verify the dates entered. Verify the dates used and re-click the post button. It will not prevent the term withdrawal from completing.

-  **Note:** To allow a student to re-enroll after withdrawal or cancellation, refer to the steps outlined in the following QRGs:
- [\*\*Making a Student Eligible for Enrollment After Enrollment Cancellation Manual\*\*](#)
  - [\*\*Making a Student Eligible for Enrollment after Enrollment Cancellation or Term Withdraw - Automated\*\*](#)