FRESNO STATE
University Registrar

# New Drop & Withdrawal Workflow

## Fall and Spring Semesters

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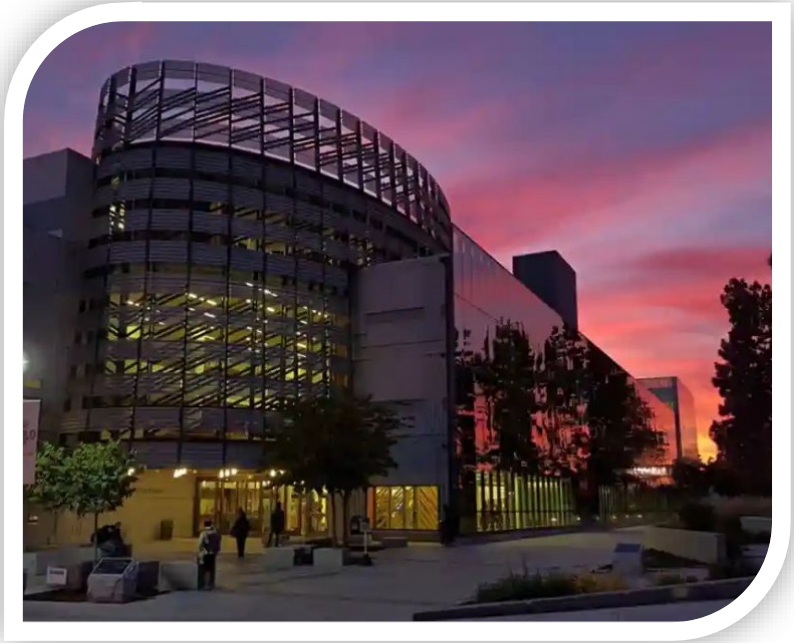
# Fall and Spring Semester Drop Deadlines



**1st day of instruction through the 19th day of instruction.**

- Students may drop themselves online without permission.
- No “W” grade is recorded.

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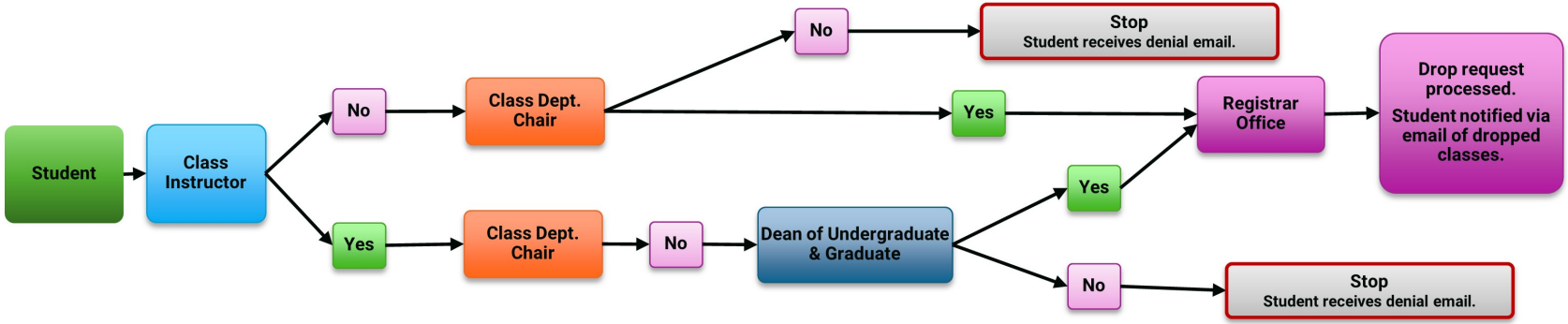
# Fall and Spring Semester Drop Deadlines

**After the 19th day of instruction through before the last 3 weeks of instruction new workflow system in place of the paper form:**

1. **Student** drop/withdrawal request is sent to their **Class Instructor**.
2. **Class Instructor** approves or denies the request, it is sent to the **Class Department Chair** for approval.
3. **Class Department Chair** approves, the request is sent to the **Registrar's office** to **process the drop request** and notify the **Student**.
4. **Class Department Chair** denies the request it is sent to the **Dean of Undergraduate and Graduates** office for approval.
    a) **Approved by the Dean** it is sent the **Registrar's office**, and the drop request is processed.
    b) **Denied by the Dean** the process **stops,** and the **student** is notified.




**"W" grades are now recorded.**

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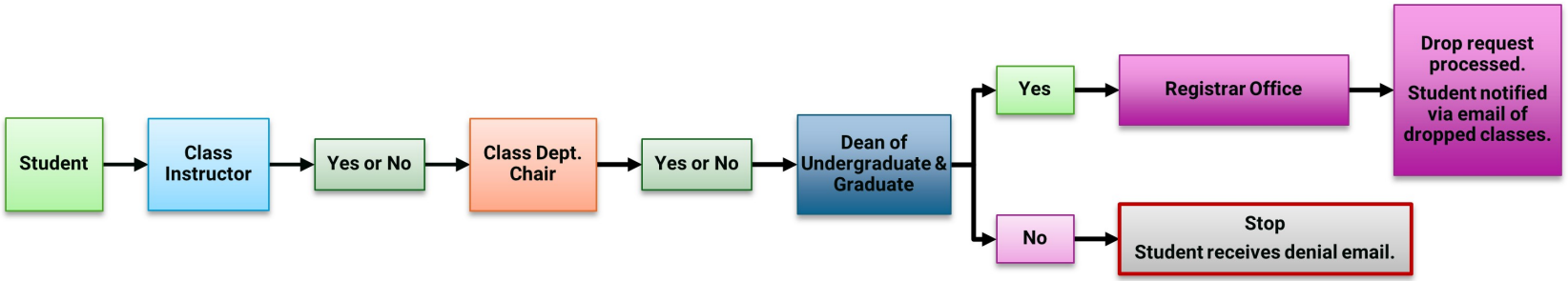
# Fall/Spring Semester Drop Deadlines

## Last 3 weeks of instruction new workflow system in place of paper form:

1. Student submits the request and it is sent to their Class Instructor.
2. Class Instructor will say Yes or No and send it to the Class Department Chair.
3. Class Department Chair will say Yes or No and send it to the Dean of Undergraduate or Graduates.
4. Dean of Undergraduate and Graduate Approval or Denial Process:
    a) Dean Approves and sends it to the Registrar's Office to process the request and notify the Student.
    b) Dean Denies the request and the process Stops and the Student is notified.




**"W" grades are recorded, but do not count toward the 18-unit Undergraduate student limits.**

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# Dean of Undergraduate / Graduate Studies Process

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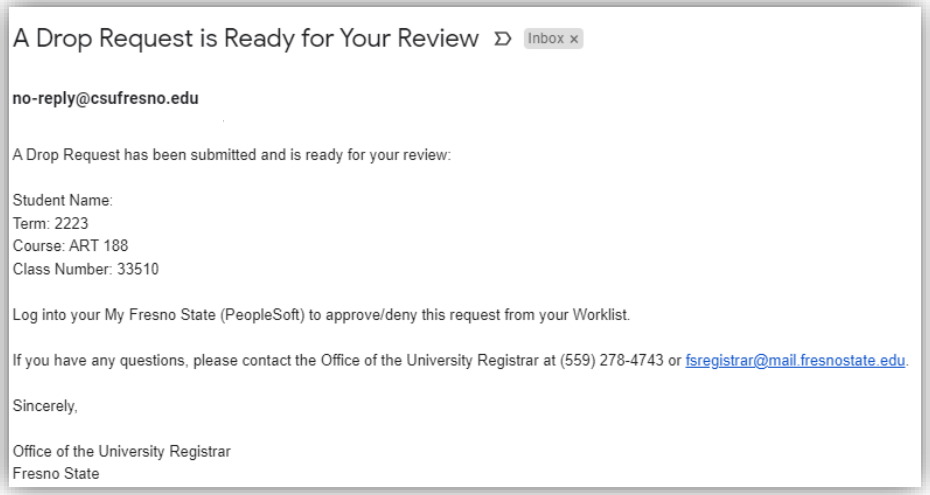
# Email Message

An email message will be sent when you have a drop request pending your approval.

You will receive one email for each course requested in your department.



A Drop Request is Ready for Your Review Inbox ×

**no-reply@csufresno.edu**

A Drop Request has been submitted and is ready for your review:

Student Name:
Term: 2223
Course: ART 188
Class Number: 33510

Log into your My Fresno State (PeopleSoft) to approve/deny this request from your Worklist.

If you have any questions, please contact the Office of the University Registrar at (559) 278-4743 or fsregistrar@mail.fresnostate.edu.

Sincerely,

Office of the University Registrar
Fresno State

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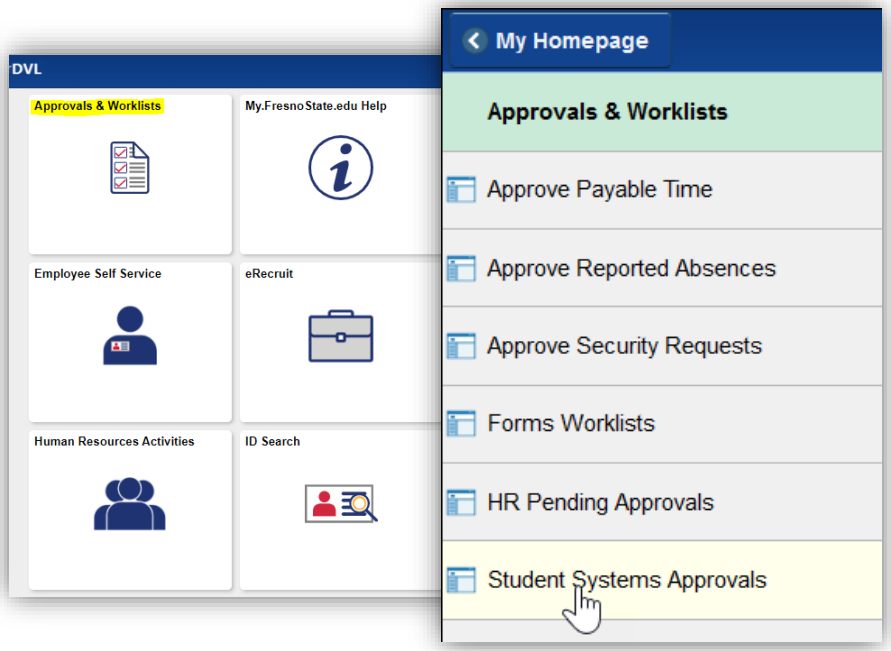
# Worklist

Login to your My Fresno State
From the home page, click on the Approvals & Worklists icon
Then select ‘Student Systems Approvals’ from the left side menu

**Please note**: If you received an email with a drop request, then go to your worklist, and it is not there, the student may have canceled the request.



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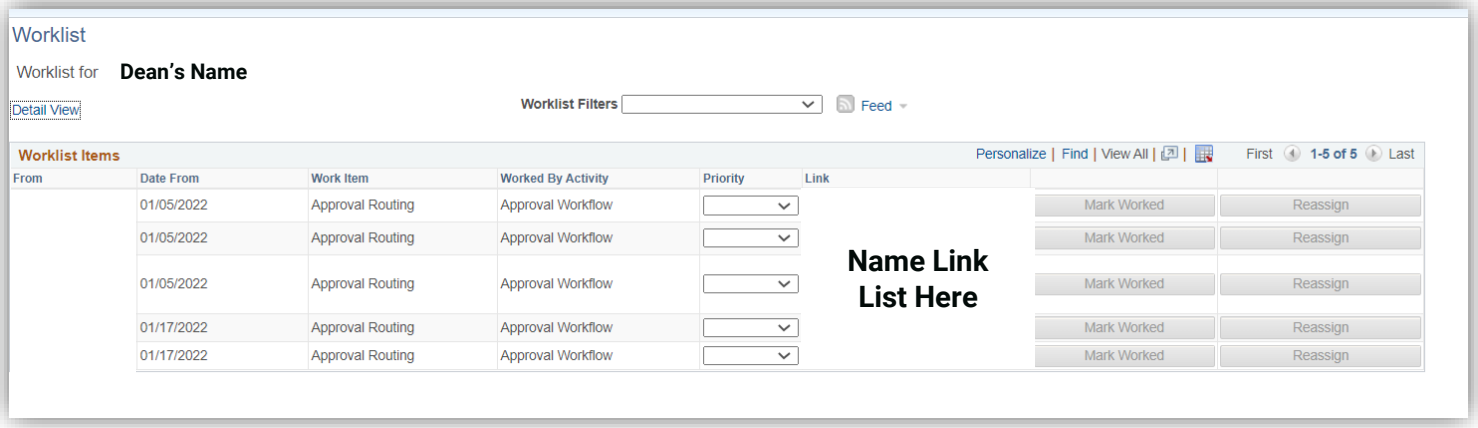
# Worklist View (one request per class).

From the Dean's worklist, click the link under the Link tab for Worklist Items.

**Click on the name link to continue.**



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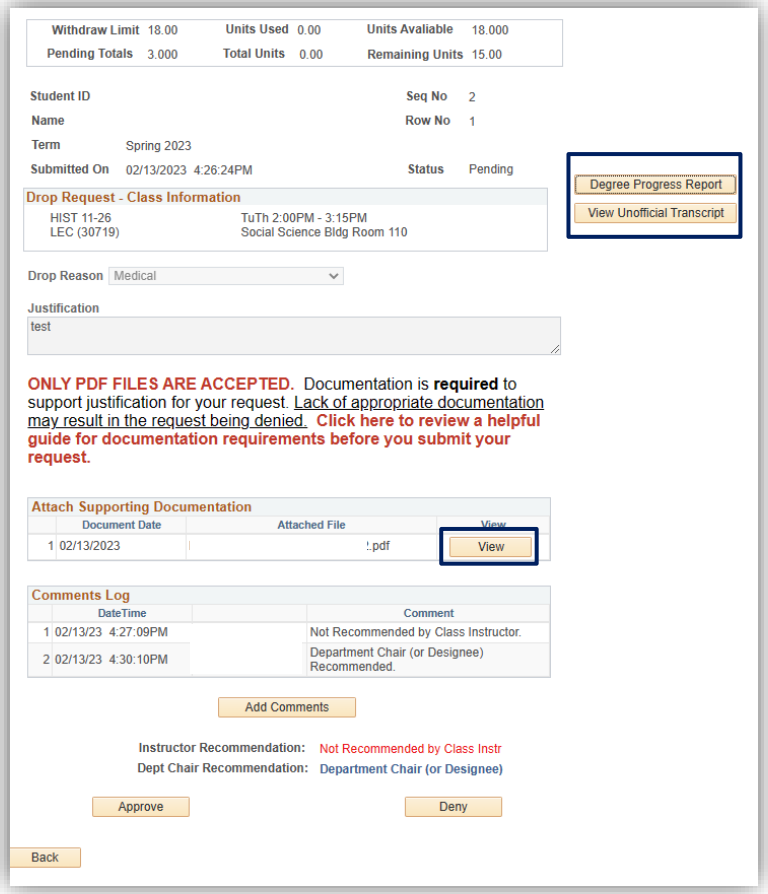
# Reviewing Requests

- Dean of Undergraduate/Graduate (UGRD/GRAD) Studies signatures are not required for the first 80% of the term.
- Only if the decision of the instructor is different from that of the department chair will requests be automatically routed to the dean.
- Deans will also be able to view documentation, as well as student DPR and unofficial transcripts.
- During the final 20% (last 3 weeks), all requests are automatically routed to the Dean for final consideration.



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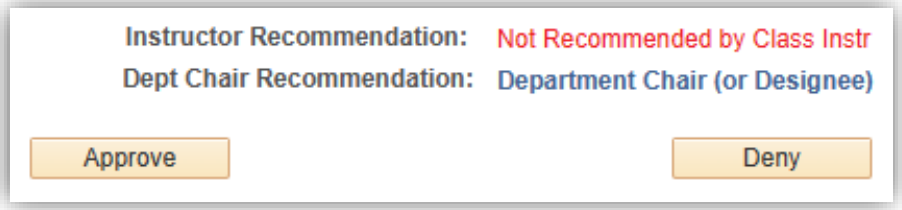
# Reviewing Requests

Denied requests by the instructor or department chair will show on this page in **red text**

Approved requests by the instructor or department chair (or designee) will show on this page in **blue text**

The Dean of Undergraduate/Graduate (UGRD/GRAD) Studies decision is considered final



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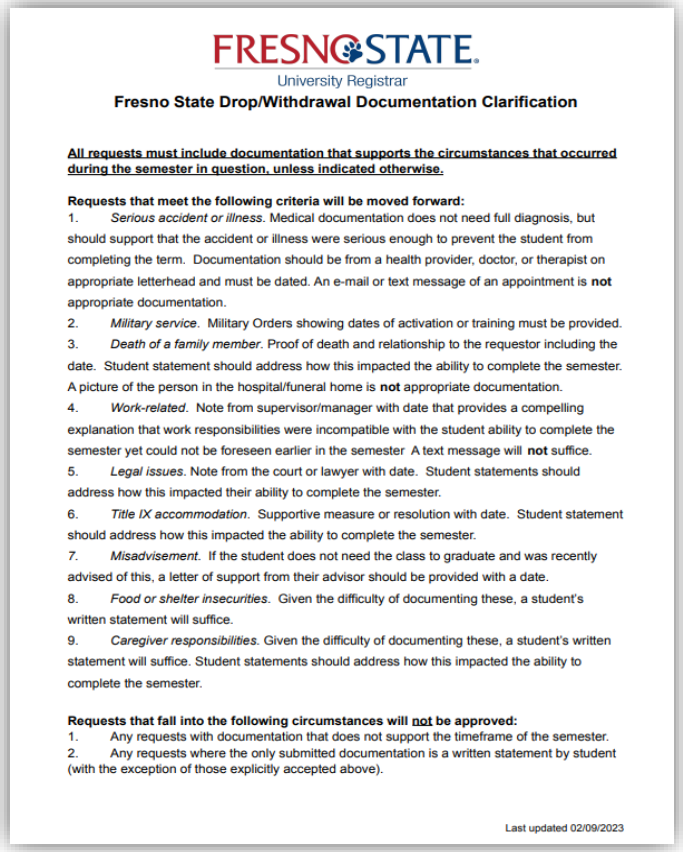
# Documentation Guidance

All requests **must include documentation** that supports the circumstances that occurred during the semester in question, unless indicated otherwise.

Please consult with your advisor, faculty and/or department if you have questions regarding documentation.

Here is a link to view or download the document shown in the image:

**Fresno State Drop/Withdrawal Documentation Clarification**



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**Fresno State Drop/Withdrawal Documentation Clarification**

**All requests must include documentation that supports the circumstances that occurred during the semester in question, unless indicated otherwise.**

**Requests that meet the following criteria will be moved forward:**

1. *Serious accident or illness*. Medical documentation does not need full diagnosis, but should support that the accident or illness were serious enough to prevent the student from completing the term. Documentation should be from a health provider, doctor, or therapist on appropriate letterhead and must be dated. An e-mail or text message of an appointment is **not** appropriate documentation.
2. *Military service*. Military Orders showing dates of activation or training must be provided.
3. *Death of a family member*. Proof of death and relationship to the requestor including the date. Student statement should address how this impacted the ability to complete the semester. A picture of the person in the hospital/funeral home is **not** appropriate documentation.
4. *Work-related*. Note from supervisor/manager with date that provides a compelling explanation that work responsibilities were incompatible with the student ability to complete the semester yet could not be foreseen earlier in the semester A text message will **not** suffice.
5. *Legal issues*. Note from the court or lawyer with date. Student statements should address how this impacted their ability to complete the semester.
6. *Title IX accommodation*. Supportive measure or resolution with date. Student statement should address how this impacted the ability to complete the semester.
7. *Misadvisement*. If the student does not need the class to graduate and was recently advised of this, a letter of support from their advisor should be provided with a date.
8. *Food or shelter insecurities*. Given the difficulty of documenting these, a student's written statement will suffice.
9. *Caregiver responsibilities*. Given the difficulty of documenting these, a student's written statement will suffice. Student statements should address how this impacted the ability to complete the semester.

**Requests that fall into the following circumstances will not be approved:**

1. Any requests with documentation that does not support the timeframe of the semester.
2. Any requests where the only submitted documentation is a written statement by student (with the exception of those explicitly accepted above).

Last updated 02/09/2023

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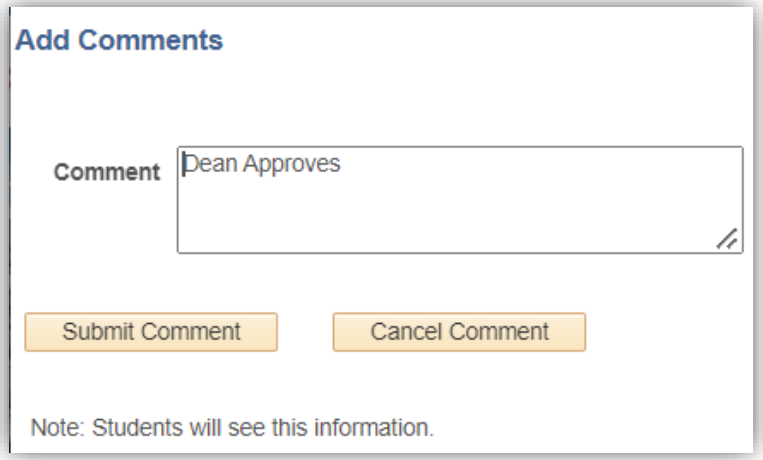
# Approved Requests




- Comments will auto-populate, but you can add additional text here
- Comments are **not** required for approvals
- If approved, the workflow will be automatically routed directly to the Registrar's Office for processing

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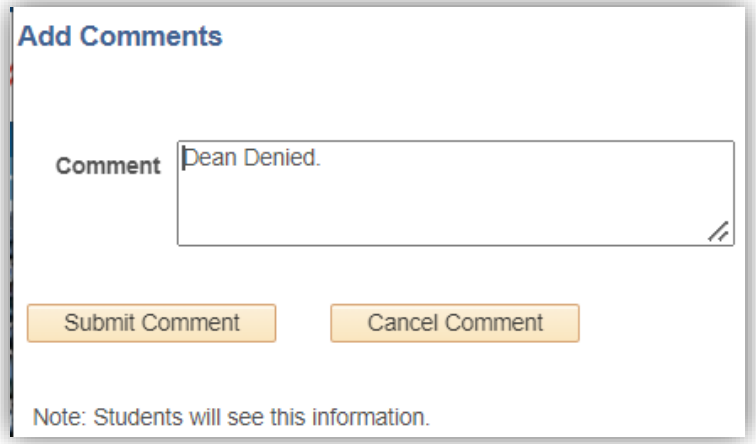
# Denied Requests

- Comments will auto-populate but you can add additional text here
- Comments **are** required for denials
- If denied, your comments will show in the student's email for the reason their request was denied



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# Workflow Complete

If approved,  the Office of the University Registrar will process the requests, and the student will receive emails that they were successfully dropped from the course(s).

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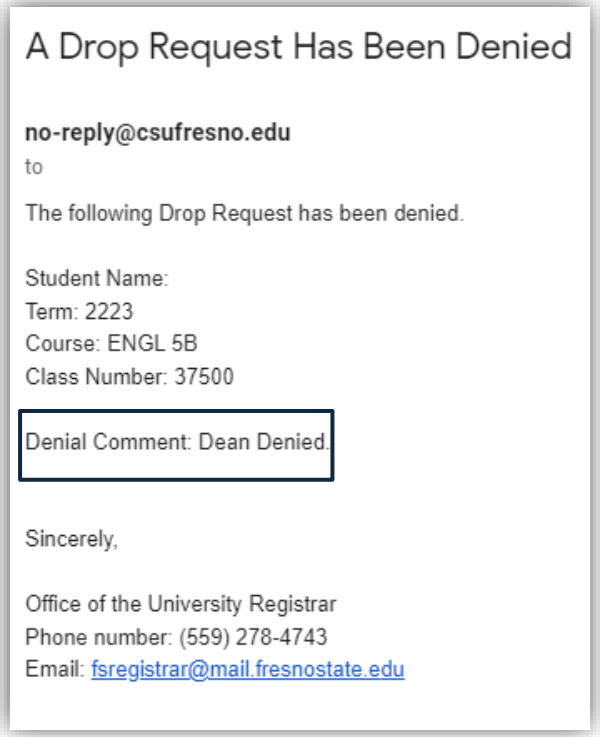
# Sample Denial Email to the Student

Only the comments entered by the Dean are included in the Student's denial email.



A Drop Request Has Been Denied

**no-reply@csufresno.edu**
to

The following Drop Request has been denied.

Student Name:
Term: 2223
Course: ENGL 5B
Class Number: 37500

Denial Comment: Dean Denied.

Sincerely,

Office of the University Registrar
Phone number: (559) 278-4743
Email: fsregistrar@mail.fresnostate.edu