

# Registrar's Business Process Guide

## Online Withdrawal – Chair Worklist

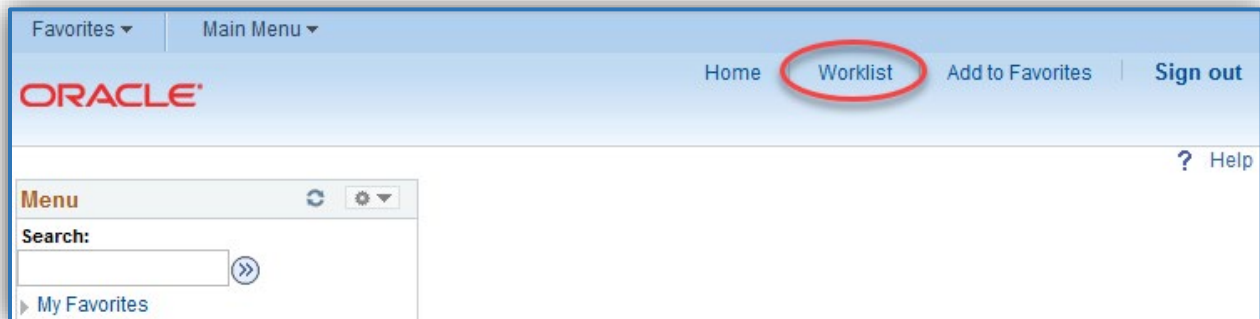
We encourage you to review the Academic Policy on [Withdrawal from Courses](#).

Students not attending a class in which they are enrolled must drop or withdraw from the class. Failure to do so will result in a failing grade on their record (F or WU).

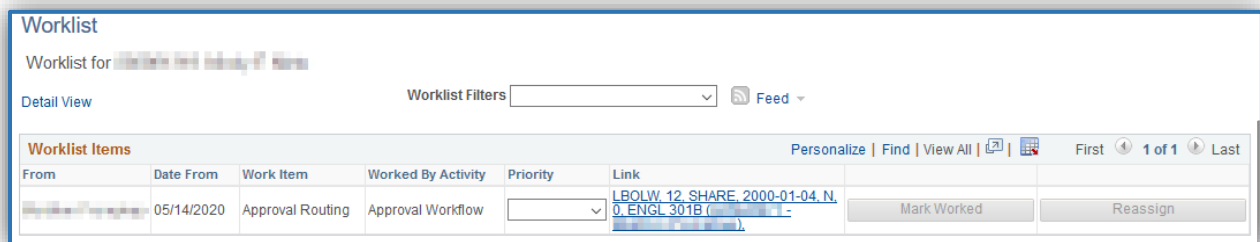
Withdrawing occurs when students remove themselves from classes **AFTER** the drop deadline for the term or session. The drop deadline is the end of the third week of classes in Fall and Spring. Prior to the Drop Deadline, students may drop themselves via the Student Center in Campus Solutions (CS). Faculty may also drop a student for non-participation starting the first day of instruction until one day prior to the student drop deadline through their Faculty Center. Please review instructions for dropping online: <https://cms.sfsu.edu/content/add-drop-students#drop>

After the drop deadline, students will be able to submit an electronic withdrawal request via the Student Center in CS until the last day of instruction for that term. Undergraduates will not be able to submit a request if it would exceed the repeat limits found in the campus policy. If the request is for one of your department classes, you will receive an email alerting you that the request is ready for your review after an instructor has approved.

**Step 1** You can access the online withdrawal request from your Worklist in the upper right corner of your PeopleSoft home page.



**Step 2** All of the online withdrawal requests that are available for you to review will appear in your Worklist.



**Step 3** Click on the **link** to view each request.

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The screenshot shows a web interface for a withdrawal request. At the top, a 'Withdrawal Summary' box displays: Withdraw Limit 18.00, Units Used 3.00, Units Available 15.00, Pending Totals 3.000, and Remaining Units 12.00. Below this, fields include SFSU ID, Name (Larnie I.), Term (Fall 2020), Submitted On (09/02/2020 11:34:13AM), and Seq No (2). A 'Withdraw All' checkbox is present. The 'Drop After Census - Course(s) Selected' section lists 'ISYS 363-02 LEC (6930)' as 'Online'. A 'Justification' text area contains the text: 'Due to illness, I have been unable to be successful in my classes this semester. For this reason, I am requesting a withdrawal.' Below the justification is a table with columns 'DateTime' and 'Comment', containing one row with '1'. At the bottom right is an 'Add Comments' button. Further down are buttons for 'Enrollment Request ID 2203517548', 'Approve', 'Deny', 'Save', 'Return to My Schedule', and 'Return to Worklist'. The bottom section, 'On-line Withdraw Approval', shows a flow from 'Approved' (by Rogelio Manolis on 09/02/20 - 11:38 AM) to 'Pending' (by Multiple Approvers, Department Chair).

**Step 4** Review the online withdrawal request submitted by the student.

**Step 5** **This step is Optional for Approvals but Mandatory for Denials** You can add comments by clicking on the "Add Comment" button. Students will be able to see comments left when they check the status of their request in their Student Center.

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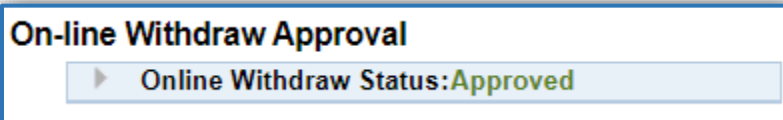


The image shows a dialog box titled "Add Comments". It contains a text input field with the placeholder text "Must add comments if denying. Optional if Approving." and two buttons: "OK" and "Cancel".

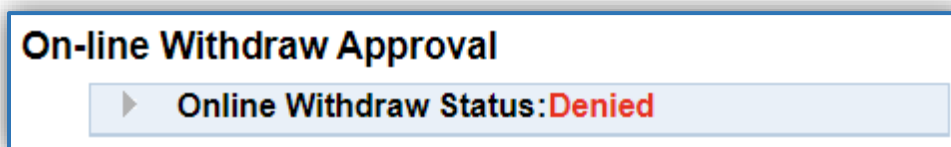
**Step 6** Approve or Deny the request by clicking on the corresponding button.

If you approve the request:

- **Through the 12<sup>th</sup> week of instruction:** The student will be notified by email of the approval and the withdrawal will be recorded on their student record.
- **After the 12<sup>th</sup> week of instruction:** The request will be forwarded for consideration by the academic administrator appointed by the president.



If you deny the request, the approval process ends and the student is notified that their withdrawal request was denied.



**Step 7** If you have other online withdrawal requests to approve/deny, click on the "Return to Worklist" button and repeat steps 3-6.