

# **Student Services Manual (SSM)**

## **SSM 201–18: Accommodating Active Duty Military**

**Effective:** 8/27/1990

**Revised:** 7/1/2025

### **Purpose**

This policy is intended to support students who are members of the U.S. Armed Forces – Active Duty, National Guard, or Reserves – by providing the opportunity to make up examinations and other graded in-class work missed due to line-of-duty activities. It also applies to students who are unable to complete their courses due to being activated for military duty, or whose spouses have been activated for military duty, and who serve as the legal guardians of minor children. This policy does not extend to Department of Defense civilian contractors or federal employees.

### **Sources**

University Senate  
Office of the Provost of the University  
University Registrar Services  
Pat Tillman Veterans Center  
ASU Student Business Services

### **Policy**

1. Line-of-duty missed assignment make-up policy (incomplete or withdrawal not required).

Students who serve as active duty, guard, or reserve military personnel who miss classes, graded assignments, or examinations because of required work performed in the line-of-duty, and this absence does not require the use of the activation for military duty withdrawal policy, shall be given opportunities to make-up examinations and other graded work. However, absence from class or examinations due to line-of-duty activities does not relieve students from responsibility for any part of the course work required during the period of the absence. In addition, because of the potential for a dramatic increase in family-related responsibilities during a deployed spouse's absence, student spouses who are legally responsible for minor dependents, verified by the DEERS family list, should be afforded the same accommodations to make-up missed work when their spouse is activated.

Under this policy, when there is a question as to the validity of the line-of-duty event, ASU's Pat Tillman Veterans Center shall determine whether a particular event qualifies as a military line-of-duty activity.

In each college, a specific individual (e.g., dean's designated representative) shall be responsible for facilitating adherence to this policy. In accordance with any academic unit or college requirements, students who are unexpectedly called to participate in line-of-duty activities shall be provided the opportunity, without penalty, to makeup assignments, examinations, or other graded coursework missed due to line-of-duty work responsibilities.

Should disagreement arise over this process, the instructor and the student should contact the academic unit chair for resolution. If the disagreement is not resolved by the chair, the disagreement shall be submitted to the dean or the dean's designated representative for final determination.

If a line-of-duty activity is known in advance, the student must provide appropriate documentation – such as military orders or an official memorandum - to the instructor early in the semester or as soon as possible before the anticipated

absence from class, an assignment or an examination. If the line-of-duty activity was not known ahead of time, the student is responsible for submitting satisfactory documentation to the instructor as soon as possible following the missed class, assignment, or examination. All documentation must correspond to the semester in which it is being used.

## 2. Activation for military duty (incomplete or withdrawal required).

A student who is a member of the U.S. Armed Forces Active Duty, National Guard, Reserve, or other the Reserves or is the spouse, as described in the Purpose section of this policy, and is unable to complete classes because of military activation, may request a complete withdrawal or individual course withdrawals, or a grade of incomplete, depending on the timing of the activation and the individual student's needs. Absences resulting from military activation will not adversely affect a student's academic catalog year.

To receive consideration under the military activation policy, a student should complete a Military Activation Form and return the completed form, along with appropriate documentation – such as military orders or and official memorandum - to the Pat Tillman Veterans Center. All documentation must correspond to the semester in which it is being used. The Pat Tillman Veterans Center staff will coordinate the processing of the form for the student. This includes verification of orders, counseling on available options, referrals to academic departments, notification regarding potential refunds, and initiation of any administrative withdrawals or incomplete grades.

## Activation for Military Duty Incomplete and/or Withdrawal Procedure

### First Option: Activation for Military Duty - Makeup or Incomplete Assignments

| Responsibility              | Action   |
|-----------------------------|--|
| Student                     | <ol style="list-style-type: none"> <li>1. If a line-of-duty activity is known in advance, the student must provide satisfactory documentation to the instructor early in the semester or as soon as possible prior to the anticipated absence from class, an assignment, or an examination.</li> <li>2. Instructor and student will review the available academic options and refer the student to the academic department (the dean's designated representative) for assistance, if needed, to facilitate the following procedure: <ol style="list-style-type: none"> <li>a. a letter grade submitted by the instructor (if the instructor believes it is warranted for classes near completion); if this is not possible</li> <li>b. A grade of incomplete issued with arrangements for completing the final coursework and earning a final grade; if this is not possible, then</li> <li>c. it will be referred to academic advising with a recommendation of military activation withdrawal.</li> </ol> </li> <li>3. Should disagreements arise over this process, the instructor and the student should contact the academic unit chair for a resolution. If the chair does not resolve the dispute, the disagreement shall be submitted to the dean or the dean's designated representative for final determination</li> </ol> |
| Pat Tillman Veterans Center | <ol style="list-style-type: none"> <li>4. When there is a question as to the validity of the line-of-duty event, the Pat Tillman Veterans Center, a trusted and impartial entity, will determine whether a particular event qualifies as a military line-of-duty activity</li> </ol>   |

**Second Option: Activation for Military Duty - Withdrawal: Military Activation Form (MAF)**

| <b>Responsibility</b>           | <b>Action</b>  |
|---------------------------------|--|
| Student                         | <p>1. If the first option is not feasible, notify the Pat Tillman Veterans Center about activation for military duty and obtain the Military Activation Form</p> <p>2. Complete the form, attach a copy of the military orders or a commander's memorandum regarding activation, and submit all materials to the Pat Tillman Veterans Center at <a href="mailto:ptvcadvocate@asu.edu">ptvcadvocate@asu.edu</a>. All documentation must correspond to the semester in which it is being used.</p>   |
| ASU Pat Tillman Veterans Center | <p>3. Review the form and verify the military orders/memorandum</p> <p>4. Review financial obligations identified by a student seeking withdrawal from classes and (if time permits) refer the student to the appropriate business offices (e.g., Financial Aid and Scholarship Services, Student Housing, Parking Services, ASU Bookstore, Campus Health Service) to discuss refund eligibility or notify offices of a potential refund on the student's behalf</p> <p>5. Notify the University Registrar's Office if the student selects the withdrawal option</p> |
| University Registrar Services   | <p>6. Process the student's withdrawal and indicate on the student's PSS record that military activation occurred for the relevant semester(s) to preserve the student's academic catalog year.</p> <p>7. Notify the appropriate Student Business Services staff about a possible refund resulting from withdrawals.</p>   |
| ASU Student Business Services   | <p>8. Determine and initiate an appropriate refund of tuition and fees paid by the student.</p> <p>a. Note: Although complete withdrawal may result in a 100 percent refund, partial withdrawal may not generate a tuition refund if the remaining hours are 7 or more for resident students or 12 or more for nonresident students.</p>   |
| ASU Student Housing Office      | <p>9. If the student has been granted housing through the ASU Student Housing Office, the student will be refunded any</p>   |

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|  | prepaid but unused housing costs on a prorated basis. Refunds of any deposit money would still be according to normal policy. |
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**Cross-References**

For related information about military leave for faculty and academic professionals, see the *Academic Affairs Policies and Procedures Manual*—[ACD 708](#), “Military Leave.”

For related information about military leave for classified, university staff, and administrative employees, see the *Staff Personal Policies and Procedures Manual*—[SPP 706](#), “Military Leave of Absence.”

SSM 202-07 Leave of Absence for Undergraduate Students. <https://policy.asu.edu/>

SSM 203-09 Grade of Incomplete <https://policy.asu.edu/>