

JACKSONVILLE STATE UNIVERSITY
Manual of Policies and Procedures

POLICY NUMBER: III:13

DATE: July 1, 2005

REVISION/REVIEW DATES: May 2007, Oct 2009, July 2011, Apr 2015, Aug 2016, May 2018, August 2020, Sept 2020, Mar 2022, Apr 2026

SUBJECT: Hardship Withdrawal

APPROVED: Dr. Don C. Killingsworth, Jr., President

PURPOSE

The purpose of the **Hardship Withdrawal Policy** is to provide academic relief to the student, *not financial relief.*

POLICY

Hardship Withdrawal

Hardship Withdrawals are only considered for serious extenuating circumstances that prevent a student from continuing or completing coursework occurring when it is past the last date to drop or withdraw and incompletes or other arrangements with instructors are not feasible. Examples of extenuating circumstances for which a student may request a Hardship Withdrawal may include physical and/or psychological illness, serious illness or death of an immediate family member, or other special circumstances. A Hardship Withdrawal under this policy is voluntary by the student and subject to approval by Jacksonville State University (JSU). Eligibility for Hardship Withdrawal is limited to students who have not taken final exams or otherwise completed course work for a final grade.

A Hardship Withdrawal, when approved, withdraws a student from all courses for a given semester/term. Students are not allowed to hardship withdraw from individual courses, with the following exceptions:

1. When a student is enrolled in clinical and/or other courses in which the student cannot meet the essential requirements of the course. For example, a student may be enrolled in a course and becomes unable to participate in the course due to an injury. The student could hardship withdraw from the course and remain enrolled in other courses.

2. When a student is enrolled in multiple parts of a term. For example, the fall semester at JSU includes three separate parts (full Fall Term, Fall A, and Fall B). It would be possible, if approved, for a student to complete coursework in Fall A and to hardship withdraw from Fall B. In this example, the student would not be hardship withdrawn from the entire Fall semester, but rather only from all courses in Fall B.

Current Term Withdrawal

Students who wish to withdraw from courses prior to the last day to drop or withdraw should follow the normal Withdrawal process through the Registrar's Office

The deadline to apply for a Current Term Withdrawal shall be the last day of classes for the current term

Retroactive Term Withdrawal

A student who left the university due to an extenuating circumstance without officially withdrawing during the term of departure may apply for a retroactive withdrawal.

Absent extraordinary and compelling circumstances which would prevent a timely request, a student must request a retroactive withdrawal within 60 days after the end of the academic term for which the hardship withdrawal is considered.

PROCEDURE

1. To request a Hardship Withdrawal, the student must complete the *Hardship Withdrawal Request Form* available on the Student Affairs website or via hard copy at 102 Angle Hall.
2. Along with the request form, supporting documentation must be submitted. Examples of supporting documentation include:
 - Physical Extenuating Circumstances (such as bodily injury, invasive surgery, unexpected physical disability preventing completion of coursework, etc.)
 - *Recommendation for Hardship Withdrawal Form* is available to download on the Student Affairs website or via hard copy at 102 Angle Hall.
 - Psychological Extenuating Circumstances (such as extreme mental duress suffered from traumatic experiences, of the severity and frequency to prevent completion of course work)
 - *Recommendation for Hardship Withdrawal Form* is available to download on the Student Affairs website or via hard copy at 102 Angle Hall; or

- Letter from a professional counselor or JSU Counseling Services (whichever is the main provider) that includes dates of treatment and a clear recommendation of whether a hardship withdrawal should be granted.
 - Personal Extenuating Circumstances (such as significant change in financial status or personal tragedy such as the death of loved one or domestic disruptions, to the degree to prevent completion of course work.)
 - Divorce papers, police reports, obituaries, medical documentation, financial statements, or other supporting documentation pertinent to the extenuating circumstance.
3. Once all documentation is received, the request will be reviewed by the Vice President for Student Affairs within 5-7 business days. The internal process for reviewing the withdrawal request is a fully automated workflow that begins with the Vice President for Student Affairs Office and follows with review by the following offices, as applicable:
- Financial Aid
 - University Housing and Residence Life
 - Veteran and Military Services
 - Student Accounts
 - Registrar
 - Vice President for Student Affairs
4. Students will be notified via their JSU email, which is the official means of communication between the university and students, of the decision to approve or deny the application.

Granted Withdrawal

Once a Hardship Withdrawal has been approved, the Office of the Registrar will assign a grade of “W” on the official transcript. The effective date of an approved current term withdrawal will be the date of the student’s request, unless otherwise determined by federal Title IV regulations. The effective date of an approved retroactive term withdrawal will be the last date of the semester, unless otherwise determined by federal Title IV regulations. The student is still responsible for any tuition and fees associated with the term/semester in which the Hardship Withdrawal applies.

Denied Withdrawal

If a student disagrees with a decision rendered by the Vice President for Student Affairs regarding a Hardship Withdrawal from JSU, the student can request an appeal in writing to studentaffairs@jsu.edu within three business days of the initial decision. The Hardship Withdrawal Appeal Committee will review the decision by the Vice President for Student Affairs and the documentation submitted by the student. The Committee has authority to request additional information, as necessary. The Committee will render a decision within 10 business days of receipt of appeal request. The Hardship Withdrawal Appeal Committee decision is final.

Other steps to complete when applying for a Hardship Withdrawal

1. University Housing and Residence Life

- Properly check out of the Residence Hall to avoid fees and charges

2. Dining Plan

- Contact Dining Services to cancel the meal plan

Financial Implications of a Hardship Withdrawal

Financial Aid

Students who receive federal/state student aid, scholarships, and/or other types of financial support should consult with the Financial Aid Office and Scholarship Office for an assessment of the impact of a withdrawal PRIOR to initiating the request for a Hardship Withdrawal.

All students receiving financial aid must meet minimum standards of financial aid satisfactory academic progress, including completion of at least 67% of credits attempted. This requirement applies to all courses attempted, even if they are withdrawn due to hardship reasons. Additionally, withdrawal from courses prior to the end of a term may result in immediate repayment of financial aid funds to Jacksonville State University and/or the U.S. Department of Education.

Veterans or Military Educational Benefits

If a student uses either a Veteran or Military Educational Benefit through the State VA, Federal VA, or branch of service, the student pursuing a Hardship Withdrawal could have adverse financial effects. Students should consult with Veteran and Military Services prior to submitting the Hardship Withdrawal to see exactly how the Hardship Withdrawal will affect the student's benefits.

Tuition Refunds for Current Term Hardship Withdrawal

Tuition refunds are made in accordance with the University refund schedule. Refunds will not be given for Hardship Withdrawals after the dates indicated in the refund schedule. The refund schedule may be accessed at <http://www.jsu.edu/bursar/refundpolicy.html>.

Tuition Refunds for Retroactive Term Hardship Withdrawal

No tuition or fees will be refunded for a retroactive withdrawal.

University Housing and Residence Life

Refunds for a current term Hardship Withdrawal will be prorated by using a daily rate based on the date the student checks out of their housing assignment. There are no refunds of University Housing fees for a Retroactive Hardship Withdrawal.

Dining Plan

Refunds for a current term Hardship Withdrawal will be prorated by using a daily rate based on the date the student checks out of their housing assignment and the portion of the Dining Plan that has already been used. There are no refunds of Dining Plan fees for a Retroactive Withdrawal.

RESPONSIBILITY

The Vice President for Student Affairs is responsible for this policy.

EVALUATION

This policy will be evaluated at least every five (5) years.



**OFFICE OF THE VICE PRESIDENT
FOR STUDENT AFFAIRS**
JACKSONVILLE STATE UNIVERSITY

Licensed Provider Recommendation for Hardship Withdrawal

Provider: _____ Phone: _____

Address: _____ City: _____ State: _____

Provider Credentials. **Mark all that apply:** MD DO DNP

Mental Health Professional Please specify: _____

NPI #: _____ License Number: _____ State of Issue: _____

Patient's Full Name: _____

Patient's Date of Birth: _____

Patient's Diagnoses with ICD-10 and/or DSM Codes: _____

How has the condition interfered with the patient's academic performance, safety, or wellbeing at Jacksonville State University during the term for which the patient requested a medical withdrawal?

Please provide any additional information relevant to your recommendation for medical withdrawal for the patient on office letterhead and attach.

With my signature below, I provide my recommendation for medical withdrawal from the ___ term or semester, 20___ at Jacksonville State University. The patient has given me permission to share the foregoing information with Jacksonville State University officials.

Signature: _____ Date: _____

Stamp: _____