

Complete Withdrawal FAQs

Initiating a Complete Withdrawal Request

- Q 1. Who does a student contact to process a Complete Withdrawal during the first 3 weeks of the fall/spring semester?
- A The Compass Network at compassnetwork@ou.edu or (405) 325-8103 to be processed through the Retention Action Team.
- Q 2. How does a student initiate a Complete Withdrawal **after** the 3rd week of the fall/spring semester or for summer session?
- A The student will access and complete the Petition for Complete Withdrawal online at https://ousurvey.qualtrics.com/jfe/form/SV_exNDA3K2tjH4Crj
- Q 3. Who can submit the online Petition for Complete Withdrawal?
- A The student, parent/guardian, or faculty/staff can submit the petition on behalf of a Norman campus undergraduate student who experiences an interruption due to unforeseen or extenuating circumstances and cannot continue to attend.
- Q 4. What are appropriate reasons for requesting a Complete Withdrawal?
- A A Complete Withdrawal may be an option for students who have encountered a critical situation or extenuating circumstances that prevent them from completing the semester. Examples may include a diagnosis (health, mental health, addiction, etc.), a death of a family member, a divorce situation, a significant financial change, or a natural disaster.
- Q 5. What kind of documentation is required for consideration of a Complete Withdrawal?
- A The student must include a personal statement in the online petition which specifically details the reason for the request. Additionally, the student will be required to submit supporting documentation to the Academic Advising Lead.
- Q 6. Does a student still need to obtain instructor signatures?
- A No. Instructor signatures are no longer required; however, documentation of the critical situation or extenuating circumstances must be provided to the Academic Advising Lead.
- Q 7. How are Retroactive Complete Withdrawals handled (prior term)?
- A A student will use the same online Petition for Complete Withdrawal and identify the semester for consideration. A detailed personal statement and documentation of extenuating circumstances is still required. The process remains the same.

After the Petition for Complete Withdrawal is Submitted

- Q 8. What happens immediately after the petition is submitted?
- A The online petition will be automatically routed to the Academic Advising Lead and GRIT Lead (a designated person from Compass Network). The Academic Advising Lead will initiate contact the student to arrange for a meeting. The GRIT Lead will investigate the various non-academic implications of a Complete Withdrawal such as Financial Aid, Bursar Services, Housing and Food, etc. based upon the information provided in the petition and will email a summary to the Academic Advising Lead within two business days.

Q 9. What happens in the student meeting?

A The Academic Advising Lead will review the student's personal statement and documentation to verify that the student has met the guidelines to qualify for a Complete Withdrawal. During the meeting, the Academic Advising Lead will discuss with the student the implications of a Complete Withdrawal (sharing the details of the summary from the GRIT Lead) and feasibility of withdrawing, as well as any alternative academic options that may exist. The Academic Advising Lead will then assist the student in identifying appropriate next steps.

Q 10. How is an approved Complete Withdrawal communicated?

A If the petition is approved, the Academic Advising Lead will send email notifications to Debbie Blevins and Kellie Dyer (Enrollment Services representatives), Jenna Henderson and Taylor Jackson (GRIT Leads), Christina Norman (AARC), and Jenn Doughty (if the student is in University Housing) to include the student's full name, OU ID number, and a verification statement (to include documentation) of Last Date of Attendance. The Academic Advising Lead will also notify the student of the outcome of the petition and provide written instructions for any required follow-up such as checking out of University Housing.

Q 11. What is the "Last Date of Attendance" and why is it important?

A Federal regulations require the University to document the last day a student actively attends or participates in courses. Participation can be measured by actual attendance or course activity documented in Canvas. The Academic Advising Lead must confirm the Last Date of Attendance and provide that information to Enrollment Services if the petition is approved. This step is critical as it determines if the student will need to return federal aid or loan repayments.

Other Factors

Q 12. What if the student is incapacitated, unresponsive, or otherwise unable to meet in person?

A There may be extreme instances where the student is unable to meet in person. The Academic Advising Lead will work with the student's designated liaison to move forward as appropriate.

Q 13. What happens if the student stops attending classes during the first 3 weeks of the fall/spring semester?

A If the Academic Advising Lead documents that the student stopped attending classes during the first 3 weeks of the fall/spring semester, the Petition for a Complete Withdrawal will be processed through Enrollment Services as an automatic (no other documentation necessary) Complete Withdrawal with 100% Reduction in Tuition and Fees.

Q 14. What if a student never attended?

A If the Academic Advising Lead can document that the student never attended classes, the Petition for a Complete Withdrawal will be processed through Enrollment Services as a Cancellation.

Q 15. Can a student stop attending classes after submitting the Petition for Complete Withdrawal?

A It is important for students to continue attending all courses if possible until the petition is approved.

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- Q 16. Can a student process a Complete Withdrawal and remain enrolled in a Winter or Spring Session class?
- A Yes. This preference should be communicated to Enrollment Services by the Academic Advising Lead.
- Q 17. Can a student enroll in a Winter or Spring Session Course after processing a Complete Withdrawal?
- A Yes. The student should first discuss this with the Academic Advising Lead and then contact Enrollment Services for enrollment assistance.
- Q 18. How does this process work with Liberal Studies/College of Professional and Continuing Studies?
- A PACS undergraduate students may use the Petition for Complete Withdrawal which is routed to Kacee Butcher. PACS handles individual course drops and cancellations through their own enrollment services and Kacee will forward both undergraduate and graduate petitions to the appropriate advisor.
- Q 19. How are non-degree seeking reciprocal exchange students handled?
- A International Student Services is choosing to use the Petition for Complete Withdrawal to track students who must return home due to illness or unexpected circumstances.
- Q 20. Can a graduate student use the online Petition for Complete Withdrawal?
- A At this time, the petition is for Norman campus undergraduate students only.
- Q 21. Should an Intent to Leave referral be made for a student requesting a Complete Withdrawal?
- A No. The student should be referred to the online Petition for Complete Withdrawal https://ousurvey.qualtrics.com/jfe/form/SV_exNDA3K2tjH4Crj. The Academic Advising Lead will then oversee the process and will initiate a conversation regarding a possible return if appropriate.

Appeal for Reduction in Tuition and Fees

- Q 22. Can a student's withdrawal be back dated to generate a Reduction in Tuition and Fees?
- A No. The actual Last Date of Attendance must be recorded to comply with federal regulations. Therefore, "back dating" is not appropriate.
- Q 23. Can a student petition for a Reduction in Tuition and Fees?
- A Approvals for a Reduction in Tuition and Fees will be evaluated by an appointed Financial Review Team who will determine if exceptional circumstances beyond the control of the student warrants a partial or full Reduction in Tuition and Fees.
- Q 24. Is there a separate petition for a Reduction in Tuition and Fees?
- A No. If appropriate, a student may request the Academic Advising Lead to submit his/her Petition for Complete Withdrawal and all supporting documentation to Christina Norman at cnorman@ou.edu to be placed on the Financial Review Team agenda for consideration after a Complete Withdrawal has been approved.

Contact Information

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Complete Withdrawal and Financial Review Team Liaison

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