

# ATTENDANCE

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## Military Withdrawal

Tuition refunds of 100% are granted to students who withdraw due to military service, provided they do not receive credit hour for the course (see below). A student should contact their Academic Advisor if they need to request a military withdrawal (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpId=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>).

If a student receives federal financial aid and withdraws before they complete 60% of the term, a pro rated calculation will determine the amount of financial aid the student has earned. It is based on the amount of time the student was enrolled. This calculation is independent of any charges incurred at the University.

1. On recommendation of the Dean of the school, students who withdraw after the 5th week of the session because of official orders to active duty with the Armed Forces of the United States may be awarded credit hour in any course in which they have achieved a C or better up to the time of withdrawal. Instructors must certify that the student had achieved satisfactory accomplishment on the basis of previous work in the course by awarding an appropriate grade. Accomplishment of less than C should be entered on the permanent record as a withdrawal without prejudice (W).
2. Credit hour granted for a course under this policy should count toward graduation.
3. There should be no refund of tuition for courses for which credit hour has been granted. Refunds of courses not awarded credit hour should be on the same basis as complete withdrawals for military service.
4. The above recommendations are procedures for determining the awarding of credit hour and do not release the student from the usual withdrawal procedures.

## Attendance and Participation, 1<sup>st</sup> Week (new and continuing students)

Online courses are **not** independent study courses. They involve a mixture of independent work outside the online course environment and presence within the course room. Authentic student engagement includes activities such as doing assigned readings, preparing and presenting quality assignments and participating substantively in online discussion. **Logging into the online course alone does not demonstrate adequate engagement or participation.**

Attendance during the first week of each course ensures you are on the right path to successfully completing your course and helps ensure that all students are assigned to groups with active participants to support quality group work. **Participation in an online course is defined as the submission of a gradable assignment and/or discussion post about academic matters that is verifiable via the gradebook in the Learning Management System (LMS) (ie. Blackboard) classroom. Participation in outside systems or software do not count towards the participation requirement and must be showing as a gradable item in the gradebook of the classroom in the LMS.**

Students are required to attend, engage and participate in each of their online course(s) in an active and timely fashion. For each course, a student must participate by submitting their Week 1 assignments/discussion(s) during the first 7 calendar days from the course start date. This policy is the same for both New and Continuing students. If a new or continuing student logs in, but does not participate in any Week 1 activities by the end of day 7 (Eastern Standard Time) of a course, they will be administratively withdrawn from the program and must contact their Enrollment Advisor or Academic Advisor regarding eligibility for readmission. Because of strict accreditation and financial aid regulations, all students are required to actively participate in the course at some point during its first seven days, regardless of any due dates posted on the course's syllabus or any extensions granted by the instructor(s). Active participation is defined as any one of the following: submission of a gradable assignment or submission of a discussion post about academic matters **that is verifiable via the gradebook of the LMS classroom. Participation in outside systems or software do not count towards the participation requirement and must be showing as a gradable item in the gradebook of the classroom in the LMS.** Any student who does not actively participate in the course within the first week will be automatically withdrawn.

## Attendance by Day 7

By the **end of the Day 7** (Eastern Standard Time) of each Course, a student must log into the Blackboard classroom to actively indicate his/her intention to participate in and complete that course. If by Day 7 the student has logged in and submitted an assignment and/or discussion post and has not formally rescheduled his/her start date or withdrawn from the program the student will:

- Be considered as attending the course.
- Be obligated to pay for the course in full or make all payments in accordance with the monthly payment plan.
- Be responsible for adhering to all University policies and course policies

## No Attendance by Day 7

Starting on the first day of each course the Enrollment Advisor or Academic Advisor will contact the student if the student has not yet logged in to the Blackboard classroom, and remind the student to do so. If the student does **not** log into the Blackboard classroom the **end of Day 7** (Eastern Standard Time), the student will be removed from the current course and will no longer be able to attend class. The student will be administratively withdrawn from the term and will need to contact their Enrollment Advisor or Academic Advisor to discuss their options for returning.

If a student is a **new student** and has been administratively withdrawn for lack of participation, the student will need to sit out one (1) term before being eligible to reapply in the future. A student who chooses to remain in the course will be subject to all applicable deadlines as stated in the course syllabus. Active and ongoing participation is required in all courses and lack of attendance may result in failing the course.

If a student is a **continuing student** and the Academic Advisor has been able to contact the student, the student will be encouraged to submit a withdrawal request (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpld=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) with a return date to ensure he/she is not withdrawn from the program. A student who chooses to remain in the program will be subject to all applicable deadlines as stated in the course syllabus. Active and ongoing participation is required in all courses and lack of attendance may result in failing the course.

The Enrollment Deposit will remain on the student's account and remains non-refundable. If the student has a tuition balance, it will be voided and reissued on the 1<sup>st</sup> day of the next course for which the student is registered should the student choose to change their start date.

## Removed from Course Erroneously

If a student believes he/she has been **removed from the course erroneously**, the student should contact his/her Academic Advisor (<https://www.tfaforms.com/433870/>) to discuss options.

## No Contact or Response by Day 7

A student will be designated as a non-starter and will be administratively withdrawn, if a student has not logged into the Blackboard classroom by Day 7 and the Enrollment Advisor or Academic Advising Team has not been able to contact the student. If a student does not log into Blackboard by Day 7 of session 1 of the term, the student will be administratively withdrawn from all courses that they are enrolled in for the term (both Session 1 & 2). If a student does not log into Blackboard by Day 7 of Session 2, the student will be administratively withdrawn from Session 2 of the term only. Students will not be registered for future sessions until they meet with their Academic Advisor to discuss future course sequencing/scheduling.

## New Students

If an Enrollment Advisor does not receive a withdrawal form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpld=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) from the student by Day 7 of the term, the student will be administratively withdrawn from the term. If the Offer of Admission expires, the student will be required to reapply to the program.

## Continuing Students

If the Academic Advising Team does not receive a withdrawal form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpld=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) from the student by Day 7 of the term, the student will be administratively withdrawn from the program. The student should contact the Academic Advising Team (<https://www.tfaforms.com/433870/>) if they intend to return in the future and should review the Academic Calendar for all applicable deadlines regarding readmission.

## On-going Attendance

Students should continue to login and attend class every week. Students who do not participate in their courses as indicated by course requirements, or fail to notify the University that they are no longer attending by submitting a withdrawal form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpld=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>), will be at risk of failing their course. Students who miss more than one week of attendance should contact their instructor immediately and refer to their course syllabus for any late assignment policies. This may result in the requirement for the return of previously awarded federal financial aid. If the University is required to return federal student aid funds, the student will be required to pay any outstanding balance owed the University.

If a student receives federal financial aid and withdraws before they complete 60% of the term, a pro rated calculation will determine the amount of financial aid the student has earned. It is based on the amount of time the student was enrolled. This calculation is independent of any charges incurred at the University. This Federal Financial Aid calculation is separate and in addition to the Refund Policy and Schedule. If a student has questions pertaining to either policy, they should contact their Academic Advisor (<https://www.tfaforms.com/433870/>).

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## Student Change Requests

### Reschedule Start Date, Student Initiated

A new student may not reschedule his/her start date once the offer of admission has been accepted unless a Deferral Exception Appeal Request (<http://bulletin.miami.edu/graduate-student-handbook-online-students/admissions/>) has been approved.

Students must submit their Deferral Exception Appeal form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?RequestedDynamicFormTemplate=2688d0b9-6031-4812-8f79-84fe37812020>) to their Enrollment Advisor and discuss the options and any financial and academic consequences no later than the approved deferral deadline. In extraordinary circumstances, such as a serious illness or accident, students may request to appeal their withdrawal date by contacting their Academic Advisor for more information regarding the UOnline Student Appeal process.

## Choosing to Remain in the Course

If after discussing with their Enrollment Advisor students decide to **remain** in the course, students' Enrollment Advisor will confirm this verbal decision with the students formally, in writing via email, reiterating the financial and academic obligations. Students should reply to the email and confirm their wish to remain in the course. Students must submit a withdrawal form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdId=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) if they choose not to remain in their course and should review the Academic Calendar for applicable drop deadlines. Email requests will not be honored.

## Choosing to Reschedule

Students who are approved to **defer** their start date will have their Deferral Exception Appeal Request (<http://bulletin.miami.edu/graduate-student-handbook-online-students/admissions/>) form processed and:

- Students will be removed from any courses currently enrolled.
- Students will be enrolled into the courses for the immediate following term from their original start date.
- Students may lose any associated tuition reductions (please see tuition reduction's terms and conditions).

Students will receive a deferral decision via the electronic form and can confirm with their Enrollment Advisor within 1-2 business days that the start date change has been completed. The student may also view their start date change in Canelink.

The Enrollment Deposit will remain on the student's account. If a student has received the 1<sup>st</sup> tuition balance, it will be voided and reissued before the 1<sup>st</sup> day of the new start date. Students should check the Academic Calendar for future term registration time frames and will not need to complete the Student Readiness Orientation (SRO) a second time as long as the student completed and passed the SRO by the original completion deadline, as per the student's original acceptance letter.

## Financial Obligations After Day 7

If a student does **not** submit the Withdrawal Request form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdId=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) by the end of Day 7, after Day 7 the student will be obligated to pay for the course in accordance with the refund policy and schedule and is not eligible for a credit of tuition towards the rescheduled terms.

## Offer of Admission Expired

If a student's **Offer of Admissions has expired**, he/she will not be able to reschedule the start date and must reapply to the Program.

## Add a Course

Each active student will be registered at least **14 days before each term start** into the appropriate course(s) according to the sequence and rules of the program. Any student requested changes will be implemented by **1 day before the course start** to ensure proper section and group assignments. New students must contact their UOnline Student Advocate to discuss any changes or concerns about course registration. Continuing students should contact their Academic Advisor to discuss any changes or concerns about course registration. If a student misses the registration deadline for the term, they will need to wait until the following term to register. No late registration requests will be accepted. Students are registered at the beginning of each term for both sessions and no mid-term registration is allowed.

## Drop a Course

A student may drop a course only **before or by the end of Day 7** (Eastern Standard Time) in order to avoid financial or academic (grading) consequences as per the refund policy and course syllabus.

If a student is a new student, he/she must contact the Enrollment Advisor to discuss the need to drop a course and potentially reschedule the start date if a deferral exception is approved. Due to the scheduling and sequence of courses, new students may need to be dropped from all courses in the term and may need to wait to be rescheduled at the beginning of the next available term for their program.

If the student is a continuing student he/she must contact the Academic Advisor to discuss the need to drop a course and withdraw from the program. In some cases, due to course scheduling and sequence, a student may need to drop all courses from the term and wait to enroll in a future term. Continuing students should work closely with their Academic Advisor to discuss all rescheduling options and ensure they are meeting the required times-to-completion for their program. All students should adhere to the Academic Calendar for registration and drop deadlines. No mid-term registrations are allowed.

If a student receives federal financial aid and withdraws before he/she completes 60% of the term, a pro rated calculation will determine the amount of financial aid the student has earned. It is based on the amount of time the student was enrolled. This calculation is independent of any charges incurred at the University. If a student plans to drop a course or to withdraw from their program, they should consult both the Financial Aid withdrawal policy as well as the Refund Policy for UOnline programs to determine their financial responsibilities.

## Retaking the Entire Course

If a student is required to retake an entire failed course and/or has achieved a grade lower than the required in a pre-requisite (including an Incomplete "I" grade), the student must submit a Course Retake Appeal Form (<https://myonlinesupport.miami.edu/forms/>) no later than the Readmission Deadline per the Academic Calendar, and get approved by the program. If approved:

- The student will be re-registered for the failed course the next time it is offered or in the next session
- If the student has already been registered into the next course in the program sequence, the registration will be adjusted.
- The student will be billed the full course tuition.
- The student can receive Financial Aid to pay for the second course retake, but if the student fails and takes the course a THIRD time, Financial Aid will not be available and the student must pay for the course tuition out-of-pocket. A student may contact their Academic Advisor for more information on payment options.

## Change of Program

Students may request to change from their current program to another online program. The student must apply to the new program and provide information necessary for admission into that program. The student's Enrollment Advisor will work with the student and the admissions staff to determine if the student is qualified to apply for a new program. Please note that program changes will be implemented as per the University's Online academic calendar deadlines and subject to SRO completion requirements.

If the student is still a new student (has not completed the 1<sup>st</sup> 7 days from the start date) the student should contact their Enrollment Advisor. If the student is a continuing student he/she should contact the Academic Advisor to discuss all of the options and the new program admissions requirements. Tuition and any applicable tuition discounts that were previously applied to a new or continuing student's balance will be subject to change upon changing the program.

### Certificate to Master's Students

Certificate students who are interested in completing the remaining half of the Master's courses must formally apply and get admitted to the Master's program in order to continue. Students should reach out to their Enrollment Advisor after their third Certificate course in order to allow enough time to apply for the Master's degree. There is no guarantee that students will be admitted into the Master's degree and are subject to the same admissions requirements and deadlines as a new applicant. It is the student's responsibility to reach out to the UOnline Enrollment Department for further details on what is needed to apply. Certificate students who apply in their third course and are admitted to the Master's program are waived from the SRO completion requirement for the Master's program.

### Non-Standard Change of Program

If a student is eligible to change into a new program, he/she will be registered into the appropriate course and start the new program in the next available term. Approved completed courses will be transferred into the new program. Students will not be charged another enrollment deposit.

If a student does not meet the admissions requirements, the student should continue to work with the Enrollment Advisor or Academic Advising on other options that may be available.

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## Withdraw from Course but Not Program

If a student needs to withdraw from a course but does not wish to withdraw from the program, the student should contact their Academic Advisor to discuss the academic and financial implications. The student should also review the academic calendar for important dates regarding withdrawal from a course and how the withdrawal will be reflected on the transcript. In some cases, due to course scheduling and sequencing, a student may need to drop all courses from the term and may have to wait longer than one term to be rescheduled. Continuing student should work closely with their Academic Advisor to discuss all rescheduling options and ensure they meet time-to-completion requirements for their program.

If after discussions with their Academic Advisor the student decides to withdraw from a course, the deadlines for withdrawal, as they appear on the academic calendar, will apply. Additionally, if students withdraw from the course after the "**last day to drop without a W**" as per the Academic Calendar, they will:

- Be required to pay for the course in accordance with the refund policy and schedule for online programs.
- Receive a Withdrawn (W) grade for that course and, for this reason, will remain registered in that course until the course end date so the final grade can be posted to the student's official record.

Students must submit their Withdrawal Request (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpld=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) no later than the "**last day to drop With a W**" as per the Academic Calendar. Any Withdrawal requests submitted after this date will not be processed for the current session. The student will remain in their current course and must be resubmit the Withdrawal form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpld=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) after the course ends in order to be formally withdrawn.

## Withdraw from Program

If students are withdrawn from the program this means they are permanently suspended from continuing with their studies. Therefore, students will not be registered for future courses or have access to the online student community, the academic environment or other related program privileges.

If a student is considering withdrawing from the program, he/she should be aware of the financial and academic consequences for doing so. There are different consequences for withdrawing **before and after Day 7**.

If a student receives federal financial aid and withdraws before he/she completes 60% of the term, a pro rated calculation will determine the amount of financial aid the student has earned. It is based on the amount of time the student was enrolled. This calculation is independent of any charges incurred at the University as per the refund policy and schedule. Students should contact their Academic Advisor before withdrawing to fully understand their financial obligations upon withdrawal.

### Student-Initiated Withdraw from Program BEFORE Day 7

Should a student wish to withdraw from the program **before, or by the end of Day 7** (Eastern Standard Time) of their first course, students must submit a Withdrawal Form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpId=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) by the end of Day 7 (Eastern Standard Time) of their current course to make the request. If the student decides to withdraw from the program by end of Day 7 of the current course:

- The student will be removed from their course(s).
- The student will be refunded for the course(s) in accordance with the refund policy for online programs (minus the enrollment deposit).
- The course(s) will **not** appear on the student's record.

The effective program withdrawal date will be the date/time the Withdrawal Form was submitted and should be processed within 3-4 business days by the Office of the University Registrar. Should the student's withdrawal need to be reviewed by other departments, such as Financial Aid, processing time may be extended to 14 business days.

The Enrollment Deposit and some program fees remain non-refundable. If the student received a tuition invoice, it will be recalculated or cancelled in accordance with the refund policy and schedule and effective date of program withdrawal.

### Student-Initiated Withdraw from Program AFTER Day 7

If the student would like to withdraw from the program **after Day 7** (Eastern Standard Time) of the course start, students must submit a Withdrawal Form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpId=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) no later than the "last day to drop with a 'W'" (Eastern Standard Time) as per the Academic Calendar, of their current course to make the request. If the student decides to withdraw from the program or their current course:

- The student will be removed from any course currently enrolled.
- The student will receive a **Withdrawal (W)** on the student's record for their course.
- The effective program withdrawal date will be the date/time the Withdrawal Form was submitted and should be processed within 3-4 business days by the Office of the University Registrar. Should the student's withdrawal need to be reviewed by other departments, such as Financial Aid, processing time may be extended to 14 business days.

The enrollment deposit and some program fees remain non-refundable. Any tuition payments made by the student for the course through the time of withdrawal will not be applied or credited towards any future courses the student may enroll into. If a student is using Financial Aid, a recalculation of financial aid may be required to determine if any funds need to be returned to Title IV. In this case, the calculation may take up to 45 days from the effective date of withdrawal to appear on the student's account. Students may check Canelink to review their account and balance.

Students must submit their Withdrawal Request (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpId=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) no later than the "**last day to drop With a W**" as per the Academic Calendar. Any Withdrawal requests submitted after this date will not be processed for the current session. The student will remain in their current course and must be resubmit the Withdrawal form (<https://qafederation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpId=https://caneid.miami.edu/idp/shibboleth&TargetResource=https://dynamicforms.ngwebsolutions.com>) after the course ends in order to be formally withdrawn.

### Administration-Initiated Withdraw from Program

The student may be withdrawn from the program for academic progress issues, academic integrity, non-payment or other administrative issues (such as not receiving official transcripts by the deadline). In this event, the student will receive formal notification that he/she will be withdrawn from the program and may owe a balance.

The student will still be responsible for completing payment on any previously taken courses and will be subject to all billing, payment and collections policies.

## Withdraw from Institution

If the student requested to withdraw from the program, he/she will be formally withdrawn from the Institution within 1-calendar year/365 days of the effective withdrawal date on record. Until this time, the student may still request to be reinstated to the program under certain circumstances. A student should contact Academic Advising for next steps on reinstatement if they choose to return within one year of withdrawing. Students who submit a withdrawal from the institution will need to reapply and should contact an Enrollment Advisor to help guide the admissions process. Prior coursework is not guaranteed to be applied to any programs upon readmission.

If the student is withdrawn from the program for more than one year (three (3) consecutive terms) he/she will be withdraw from the Institution immediately and may not be reinstated either to the program or Institution. Students who have been withdrawn from their program for more than one year will need to reapply and should contact their Academic Advisor for next steps.

### Withdrawal Appeal Process

In extraordinary circumstances, such as a serious illness or accident, students may request to appeal their withdrawal date by contacting their Academic Advisor (<https://www.emailmeform.com/builder/form/u0FnTh276J4GycEdxz7/>) for more information on the UOnline Withdrawal Appeal process. The appeal form must be submitted within 30 calendar days from the date of withdrawal from the University or if the appeal is being submitted for a semester that is completed, the form must be submitted within 30 calendar days of the last day of the end of the semester in question. Students must adhere to the specific documentation requirements as stated on the Appeal Form and submit all required documentation, along with the completed form to [univregistrar@miami.edu](mailto:univregistrar@miami.edu). A decision will be sent electronically to the email address provided on the Appeal Form within a months time from the date it was received.

## Reinstatement to Program

If a student has been withdrawn from the program, he/she may be reinstated to the program if:

- The student was **not** withdrawn from the program for academic progress or misconduct reasons.
- The student was **not** withdrawn from the Institution or is not in the process of being withdrawn from the Institution.
- The student has no unpaid tuition balance.
- The student has been withdrawn from the program for **less than 1 calendar year** (365 calendar days/3 consecutive terms). If the student is withdrawn for **more than 1 calendar year**, he/she must reapply to the program.

Students may not credit any previously paid tuition to courses they register into once reinstated and should contact their Academic Advisor (<https://www.emailmeform.com/builder/form/u0FnTh276J4GycEdxz7/>) to discuss the reinstatement process and requirements.