

Student Issues

Last Day Drop Deadlines Link: <https://secure.washburn.edu/project/self-service/student/registration/coursedates.php>

Refund Deadlines Link: <http://www.washburn.edu/admin/business-office/refunds.html>

Issue	Contact Person	Process
Late Add-Additional Course Current Semester	Course Instructor	<p>Log into your my Washburn account. Click on the STUDENTS tab. Click on the REGISTER FOR COURSES/ADD or DROP CLASSES link. Select the semester. Click Submit. Enter your alternate PIN (issued to you by your advisor). Click Submit.</p> <p>Look for: Late Adds (Opens in a new window) Only for courses in progress that require instructors permission. Click on LATE ADDS link, complete the form and submit.</p> <p>Once you submit your request, an e-mail message will automatically go to your instructor. Your instructor will approve or deny your request. An e-mail will be sent to you informing you of his/her decision. Courses that are late adds will not immediately appear on your schedule. Processing will be complete in 1 to 2 days.</p> <p>* Please note: Conditional, Athletic, Provisional, and VA students will have to have the instructor of the course enter a "Late Add" override(through their MyWashburn account or Banner). After the instructor of the course has entered a "Late Add" override for the student, the student will have to submit a request from their MyWashburn e-mail account or fill out a schedule change form to be added to the course.</p>
Retroactive Add-Single Course Previous Semester	Course Instructor	<ol style="list-style-type: none"> 1. Course instructor e-mails AVPAA (nancy.tate@) requesting retroactive add of Student (Include Student name/WIN in subject line), making certain to include: <ol style="list-style-type: none"> a. Circumstances surrounding retroactive add b. Student Name and WIN c. Course Number and Section d. Course CRN e. Grade earned in Course 2. AVPAA notifies Registrar to post course and earned grade to official transcript. 3. Student must pay tuition and fees owed for course prior to posting to official transcript.

Late Enroll/Late Add (After last official day to enroll)	University Registrar	<ol style="list-style-type: none"> 1. Student obtains Late Enrollment form from Registrar 2. Student obtains all necessary approval signatures 3. Student submits completed form to Registrar 4. Registrar manually enrolls student
Withdrawal From Course/Complete Withdrawal From University—Not Late	N/A	<p><i>Note: Withdrawals may have financial (e.g., loan, scholarship, tuition, etc.) or athletic eligibility implications for students, so they need to make certain they understand the potential financial/eligibility ramifications of the withdrawal</i></p> <ol style="list-style-type: none"> 1. Student accesses on-line web registration and withdraws 2. Student checks My Courses to verify withdrawal was successful
Late Withdrawal From Course	Course Instructor	<p><i>Note: Withdrawals may have financial (e.g., loan, scholarship, tuition, etc.) or athletic eligibility implications for students, so they need to make certain they understand the potential financial/eligibility ramifications of the withdrawal</i></p> <ol style="list-style-type: none"> 1. Student discusses circumstances surrounding late withdrawal with instructor 2. If instructor approves, student sends instructor e-mail explaining circumstances and requests late withdrawal. 3. Instructor forwards student e-mail to AVPAA (nancy.tate) recommending granting of academic exception to allow late withdrawal from course (including student name/WIN in Subject Line and Course Number/Section/CRN in e-mail message. 4. If approved, AVPAA e-mails registrar and CC's instructor that late withdrawal from course has been approved.
Late Retroactive Withdrawal From all Classes	University Registrar	<p><i>Note: Withdrawals may have financial (e.g., loan, scholarship, tuition, etc.) or athletic eligibility implications for students, so they need to make certain they understand the potential financial/eligibility ramifications of the withdrawal</i></p> <ol style="list-style-type: none"> 1. Student obtains Late Withdrawal Form from Registrar 2. Student completes form and provides rationale and obtains supporting documentation 3. Student submits completed withdrawal packet to AVPAA 4. If the cause of the withdrawal is medical, the medical Withdrawal Committee is convened and will offer an approval/disapproval of the petition. 5. If the cause of the withdrawal is non-medical, the AVPAA approves/disapproves 6. AVPAA notifies student of decision and notifies Registrar's Office to manually withdraw student from courses and change transcript

		grades to “W” if approved.
General Education Course Transfer	Academic Advisor	<p><i>Note: This process should occur as soon as possible after student has transferred to Washburn University and by the stated semester deadline in order for a decision to be obtained prior to the next advanced registration period</i></p> <ol style="list-style-type: none"> 1. Student and Advisor review courses completed at another institution to determine whether courses may meet Washburn’s general education criteria 2. If transfer course may be direct transfer equivalent to an existing Washburn general education course, Student completes the General Education Direct Transfer Course Petition and submit it to the appropriate Departmental Chair for approval/disapproval of transfer equivalency. 3. If transfer course has no potential transfer equivalent course at Washburn University, student, in consultation with advisor, completes the General Education Transfer Course Petition (available on-line at VPAA forms web site) and submits completed petition and supporting documentation to AVPAA. 4. General Education Committee will be convened and reviews petition with an approval/disapproval offered of the petition. 5. AVPAA notifies student of decision and if approved directs Transcript Analyst to update student’s transfer equivalency.
Academic Exception—Graduation Requirement	Academic Advisor	<ol style="list-style-type: none"> 1. Student and Advisor meet to determine why a graduation requirement has not been completed. 2. Academic Advisor e-mails Department Chair explaining circumstances surrounding the missing graduation requirement and requesting academic exception. 3. Department Chair forwards e-mail to AVPAA (nancy.tate) recommending approval/disapproval of the requested academic exception (Include Student Name/WIN in Subject line) 4. AVPAA evaluates request and approves/disapproves based on the circumstances presented. 5. AVPAA e-mails degree auditors and cc:’s academic advisor regarding any substitutions/waivers of degree requirements and auditors make necessary modifications to web audit. 6. Academic Advisor notifies student of decision
Washburn Transformational Experience (WTE)	Mike Russell	1. E-mail Mike.Russell@washburn.edu with any questions.
Career Counseling	Director-Career Services	1. E-mail Kent. McAnally @ or call X1450
Emotional/Personal Concerns	Counseling Services	1. E-mail Marilynn.Koelliker@ or call X1450
Special Classroom Needs (Students)	Director—Student Services	1. E-mail Jeanne.Kessler@ or call X1629

with Disabilities)		
Reporting of Potential Sexual Harassment or Discrimination	Director-Equal Opportunity	1. E-mail Carol.Vogel@ or University counsel Lisa.Jones@ or call X1712
Student Reporting of Personal Safety Concerns	Washburn Police Department	1. Telephone 670-1153 or visit Morgan Hall 156
Student Involvement—Discipline-Related Issues	Dean of Students	1. E-mail Meredith.Kidd@ or call X2100
Student Involvement—Academic Impropriety	Dean of Students	1. E-mail Meredith.Kidd@ or call X2100