How To Process These Requests-Should It Be Submitted By A Class Roll Adjustment?

***Due to the length of the courses, Class Roll Adjustments **should not** be used to drop, backdate, late add or reinstate students in the Accelerated Online Programs. Please submit those requests via email with corresponding documentation along with the students email request to the following email addresses: ***Exceptions are listed below

Accelerated Online Program: Records-AP@UTA.EDU

Justifications	Method	Special Notes
Reinstatements: After Census Date		
Students dropped for non-payment and would like to be added back to the course AFTER the Census Date	Must submit a Reinstatement Appeal	All courses must be requested, Students cannot pick and choose. Must be submitted within 10 business days of the Census Date.
Advisor dropped the course by mistake After the Census Date	Submit CRA	A corresponding Grade Change is required if grades have posted (Grade earned to 0)
Financial Aid Issues/Student Account/Veteran Affairs Issues	Student must contact that department	If there was a university error, that department will email the Office of Records to reinstate the student.
Student changed their minds after dropping the course	NO ACTION	All drops are final
Late Adds: After Census Date		
Student didn't register for Internship or turn in paperwork on time	Submit CRA	

Student did not register in the pre-req course(s) needed	Submit CRA	
Advisor Error, Department Error, Clerical Error, Miscommunication by the department- University Error	Submit CRA	Please provide documentation if possible
Late admits/Arrivals	Submit CRA	
Students not able to register themselves (if due to a University Error)	Submit CRA	
MyMav Outage	Submit CRA	
Graduating/Last Course needed	Submit CRA	
Adding a student to a course once completed	Submit CRA	A corresponding Grade Change is required if grades have posted (O to Grade Earned)

Swaps: After Census Date

Student moving from one course/section to another AFTER the Census Date	Submit CRA	A corresponding Grade Change is required **if** grades have posted : Dropped course (Grade earned to 0) Added Courses: (O to Grade earned)

Drops/Withdrawals: After Census Date

Students requesting to drop a course prior to the Last Day to Drop for that session/term	Departmental drop if prior to last day to drop	
Students requesting to Drop a course after the last day to Drop (no matter the reason other than University error)	Use Late Withdrawal Petition-If Approved, Then submit via CRA	Attach petition and any documentation. A corresponding Grade Change is required if grades have posted (Grade earned to W/Q)

Student requesting to drop for Personal reasons, Medical, Active Duty, Divorce, Death in the family, Family emergency, ETC.	Departmental drop if prior to last day to drop	Student can file a Tuition and Fee Refund Appeal if they wish to have a refund. This is for the whole semester/session. Must be requested within 90 days after the last day of class for the current term.
Student requests to drop a course they have previously taken	Departmental drop if prior to last day to drop	Grade Forgiveness or Grade Exclusion should be submitted if eligible
Student requests to drop a course they do not need	Departmental drop if prior to last day to drop	Students are responsible for knowing which courses they need to complete their degree. Tuition should not be refunded if this was not a university error.
Students request to drop a course because: Their workload is too much, they don't have enough time for the course, they are moving, student is not prepared for the course, failed their 1st exam, they got a job or their work schedule changed/time conflicts, etc..	Departmental drop if prior to last day to drop	Tuition should not be refunded if this was not a university error.
International Student enrolled in too many online sections	Submit CRA	
Pre-enrolled students (by the University) and they are not attending UTA	Submit CRA	
Advisor Error, Department Error, Clerical Error, Miscommunication by the department- University Error	Submit CRA	Please provide documentation if possible
Drop request not processed in a timely manner by the department	Submit CRA	Please provide documentation if possible
Natural Disaster	CRA or Tuition and Fee Appeal	This depends on the situation and at what time the request is made.

Student requests to drop a course they received transfer credit for	Departmental drop if prior to last day to drop	Students are responsible for knowing which courses they need to complete their degree. Tuition should not be refunded if this was not a university error.
Students requests to drop a course, but they have reached their 6 drop limit	Petition for Exemption to Six Drop Limit Policy	
Class has been Cancelled-After Census Date	Please use the Class Cancellation Procedures	This process does drop the students from the courses with a 100% refund and without a W being assigned.
MyMav outage	Submit CRA	Please make a note, if prior to last day to drop, the department can still drop these students if past the refund period.
Late Withdrawal Petitions	Submit CRA	Attach petition and any documentation. A corresponding Grade Change is required if grades have posted (Grade earned to W/Q)

Accelerated Online Programs:

Pre-Requisite Drops	Submit CRA	
Late Withdrawal Petitions	Submit CRA	Attach petition and any documentation. A corresponding Grade Change is required if grades have posted (Grade earned to W/Q)
Adding a student to a course once completed	Submit CRA	A corresponding Grade Change is required if grades have posted (O to Grade Earned)
Dropping a course after grade rosters have generated/opened or grades have been posted.	Submit CRA	If a student submitted the Drop Form prior to the Last Day to Drop deadline and grade rosters are opened or grades have posted. Submit a CRA with corresponding Grade Change (Grade Earned to W/Q) along with the original email from the student requesting the drop.

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