

WITHDRAWAL AND OMBUDSMAN UPDATE

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Coordinator

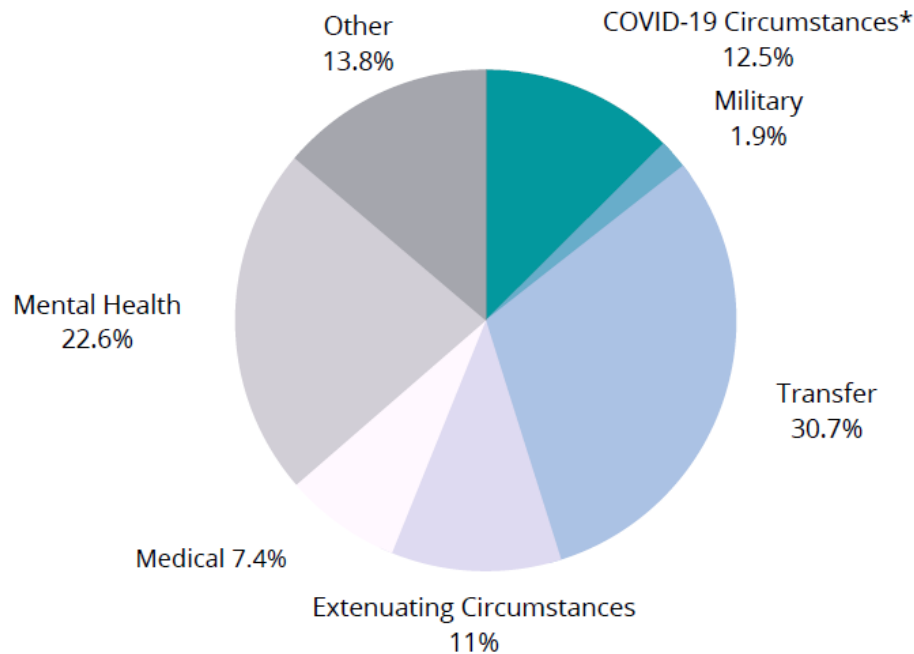


WITHDRAWAL VS HARDSHIP WITHDRAWAL

Withdrawal	Hardship Withdrawal
Occurs during the add/drop and W period	Only occurs during the withdraw fail period of a semester or retroactively for a previous semester
Students are encouraged to complete the withdrawal inquiry form to ensure all financial and academic obligations are taken care of before dropping classes	Students participate in the petition process. Decisions are made by the committee
Classes can be dropped online in Self-Service Carolina	Classes are administratively changed after a petition is approved
Can be for any reason (transferring, taking time away, medical, mental health, extenuating circumstances)	Reason for withdrawal needs to meet the criteria on our website

WITHDRAWAL INQUIRY FORM

The form is only used during the add/drop and W period and is located on the withdrawal website sc.edu/withdrawal



*Note that COVID-19 circumstances can include a variety of situations such as a COVID-19 diagnosis for the student or family member, financial situation, or unavailability of in-person courses

Resource Letter and Consultations:

- Financial aid and scholarships
- Tuition payments and reimbursements
- Other financial obligations such as housing, meal plans, parking etc
- Reapplication to the university if a major semester is missed
- Alternatives to withdrawing (part-time student status, registering with SDRC)
- Resources

Note that the form is not mandatory to withdraw

HARDSHIP WITHDRAWAL PROCESS

Does the student meet our criteria?

Medical/Mental Health

- Unforeseeable, acute, severe illnesses or injuries that incapacitate the student
- Illness severe enough so as to warrant hospitalization and/or treatment and multiple sessions of counseling, psychotherapy, or psychiatric consultations.
- Chronic conditions generally do not qualify unless the student has been stable for a sustained length of time and the condition is complicated by a sudden unexpected change in status
- Preventable health care conditions or failure to comply with medical advice may also not qualify

Extenuating Circumstances

Personal Crises which include:

- Personal trauma
- Death of a parent, child, sibling, or caregiver
- Caregiver for ill parent (Documentation from parent's physician must indicate the necessity for their care of their parent)
- New diagnosis of documented learning disability
- Natural disaster recovery
- Extreme, acute financial hardship (i.e. loss of job)

PARTIAL WITHDRAWALS

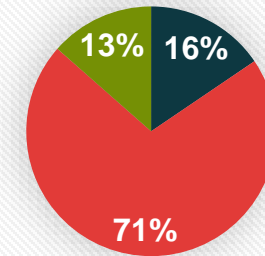
- Partial withdrawals must (1) meet the definition of a hardship as defined by our criteria **and** (2) be specific to the course they are petitioning for.
- Reasoning and supporting documentation needs to be outside of academic rigor (attendance requirements, availability of documents online, difficulty of the course)
- If a student applies for a partial withdrawal and they cannot meet the second criteria, our office will suggest they consider applying for a full withdrawal or using grade forgiveness
- Ex: student is taking yoga course and breaks her collarbone after the WF date

APPLICATION AND PETITION PROCESS

- Step 1: Submit the Online Petition
- Step 2: Provide Supporting Documentation
- Step 3: Attend a Hardship Withdrawal Coaching Appointment
- Step 4: Receive Petition Decision

Year in Review	261 cases created	78% approved 87% full 13% partial	
	148 petitions reviewed by committee		
	127 petitions for full withdrawal*		22% denied 81% full 19% partial
	21 petitions for partial withdrawal		
*8 petitions were submitted as partial withdrawals but changed to full because they did not meet the criteria			

Petition Reasons



- Extenuating Circumstance
- Mental Health
- Medical

TUITION REFUNDS

- Hardship withdrawal process is to minimize academic penalties
- Separate petition and process for a tuition refund
- Student must be withdrawn from **all** courses to be eligible to request a refund
- Requests for refunds must be completed within the same academic year (fall-spring-summer)
- Petitions reviewed by a committee on an as-needed basis
- View Parts of Term Dates and Deadlines in the Academics section of my.sc.edu.

IMPORTANT DATES AND REMINDERS

- Different dates for withdrawal based on course
- Always check parts of term at my.sc.edu
- Last day to withdraw without a WF for full term courses is Nov. 4
- Withdrawals
 - sc.edu/withdrawal
 - withdrawal@sc.edu
 - 803-576-7760

WHAT IS A STUDENT OMBUDSMAN?

- om-buhdz-muhn
- Resource for students and faculty
- Assist in resolving university-related problems and concerns in an informal manner
- An ombudsman is not an advocate

WHAT DOES AN OMBUDS DO?

- Listen impartially, discuss options and answer questions
- Refer students to the appropriate offices or resources
- Explain university policy and procedure
- Empower students to find their own solutions to problems and concerns
- Notify faculty members of a student's absence due to a medical or personal issue when the student is unable (appropriate documentation required)
- Recommend changes and improvements to university policies and procedures that are outdated, unclear or ineffective

WHAT AN OMBUDSMAN DOESN'T DO

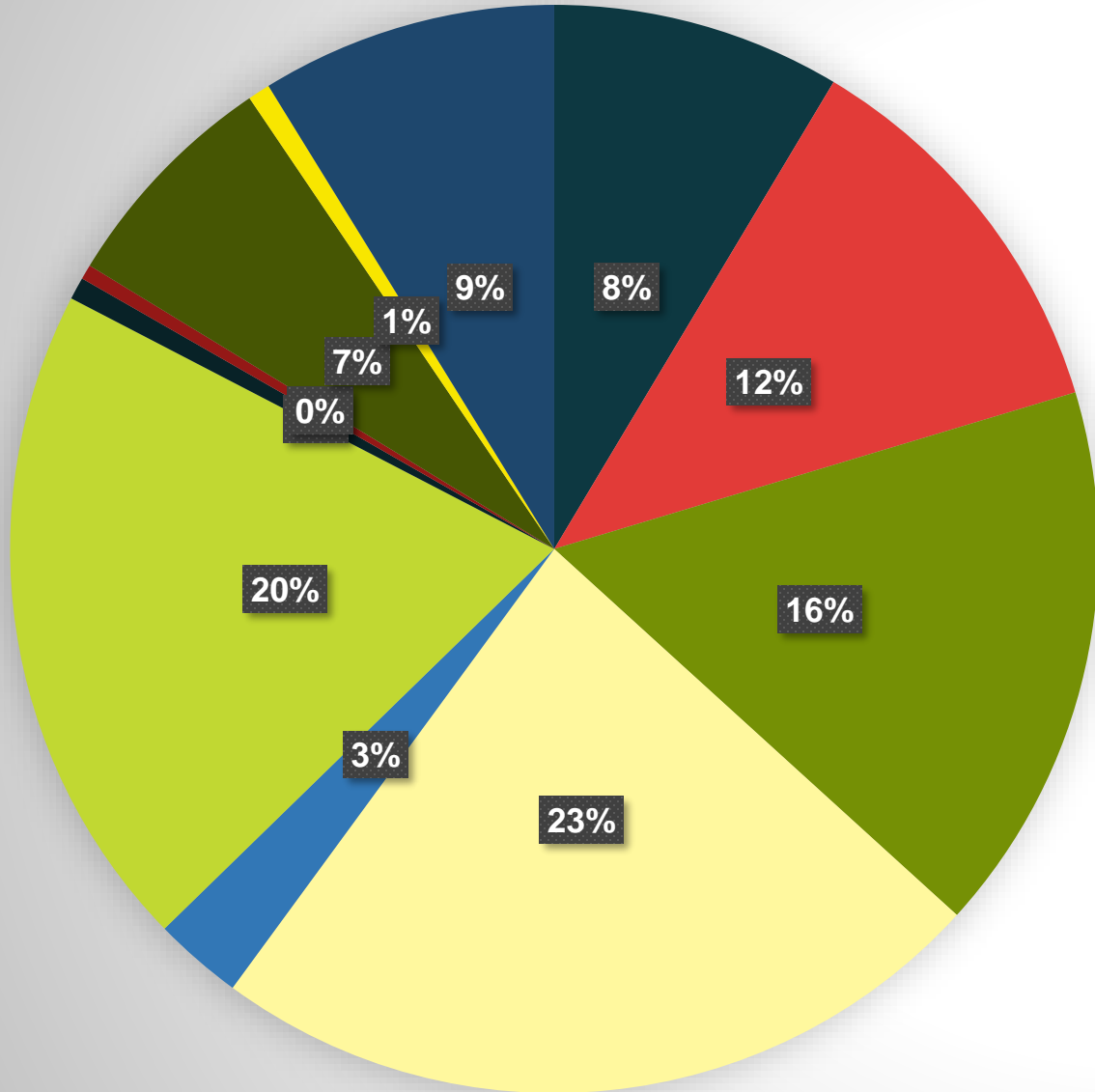
- Provide legal advice
- Hear formal complaints
- Share information with others without student's permission
- Keep confidential any risk of danger to students or others
- Facilitate grade changes

WHEN STUDENTS SHOULD CONTACT THE OMBUDSMAN

- Don't know where to go or whom to ask
- Feel they have been treated unfairly by faculty or staff members
- Are unsure about university policy or procedure

bit.ly/UofSCstudentombuds

Ombuds Year in Review Fall 2019-Summer 2020



- COVID-19 Academic Concerns
- Letter Request- Family/Friend Death
- General Concerns
- Letter Request- Student Absence
- Letter Request- COVID-19 Isolation/Quarantine
- Student Concern- Academic Affairs
- Student Concern- Facilities
- Student Concern- Faculty/Staff Conflict
- Student Concern- Financial
- Student Concern- Policy
- Student Concern- Student Affairs

Top referrals:

1. Ombuds Website
2. Advising
3. Dean of Students
4. SAVIP
5. Parent/Guardian

Total Cases: 909
 Resolved: 50%
 Unresolved: 10%
 Referred: 14%
 FYI: 26%

CAMPUS PARTNERSHIPS

- University Advising Center – Faculty Referrals for Disengaged Students
- Student Success Center – Class Absence Referral
- New Attendance Policy
- COVID-19 Student Report Forms

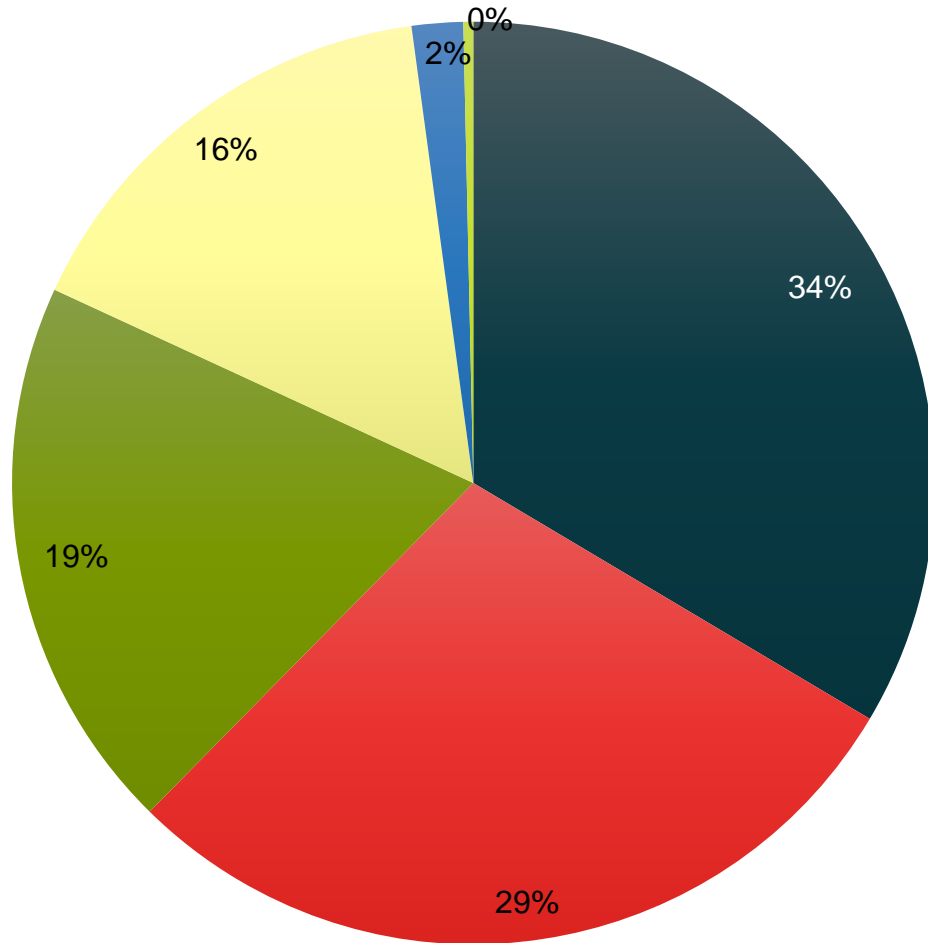
COVID-19 STUDENT REPORT FORM

- The COVID-19 Student Report Form is used to facilitate communication from Student Ombudsman Services to faculty when a student tests positive for COVID-19 or needs to self-quarantine due to contact tracing, COVID-19 symptoms, or international travel.
- Located on the ombudsman website and sent to students in their quarantine/isolation orders from Student Health Services.

go.sc.edu/covidstudentreport

COVID-19 STUDENT REPORT FORM DATA

Classification



■ Freshman ■ Sophomore ■ Junior ■ Senior ■ Graduate ■ Palmetto Pathways



1,446 forms received since August 1



49% off campus
51% on campus

QUESTIONS?

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