# 

**Student Information System**

Liverpool John Moores University

**A Quick Guide to Withdrawals**

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**Note: This is not a training guide**

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# Introduction

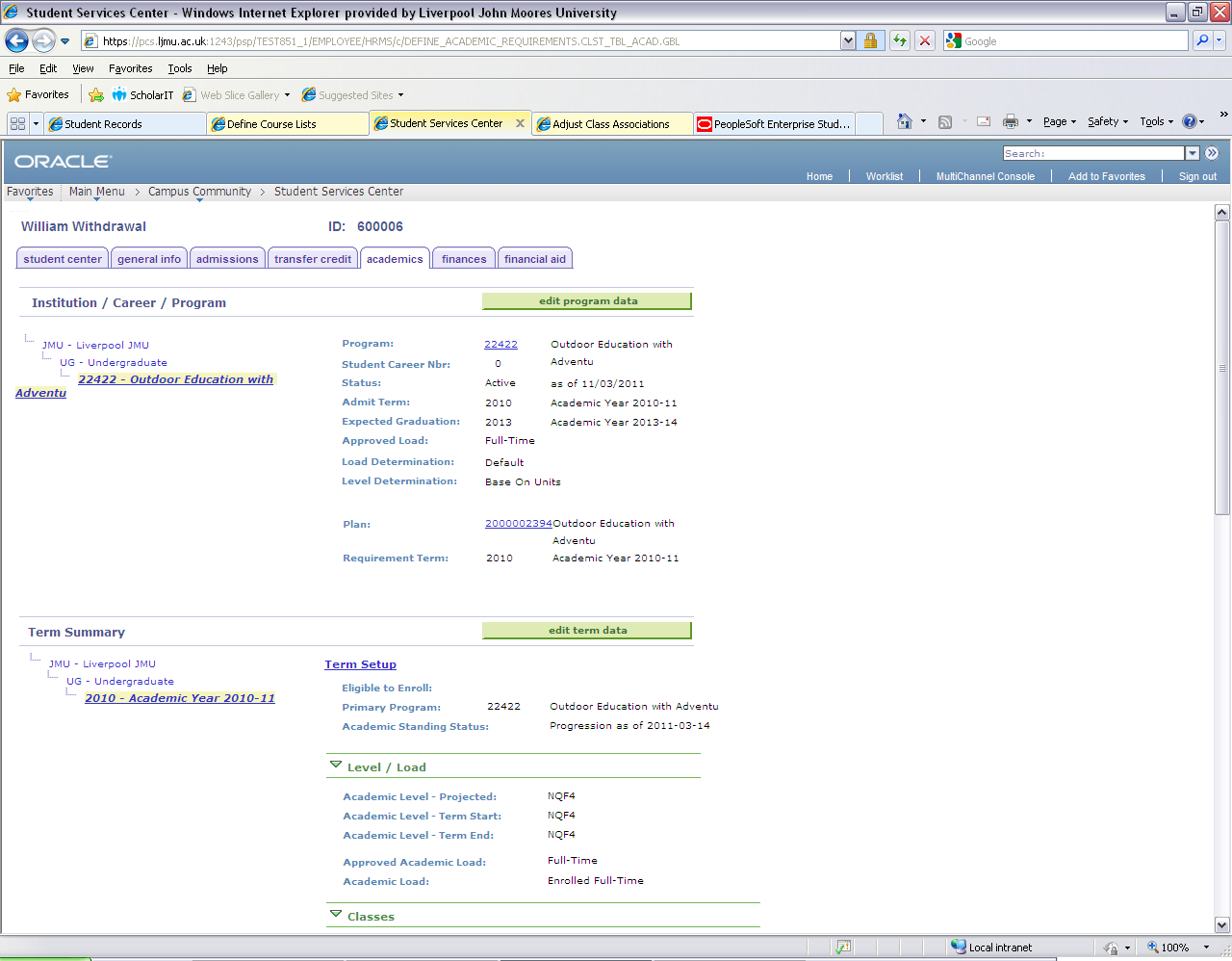
The process of administering a Student Withdrawal from a programme of study is jointly a Student Records and Student Finance responsibility.

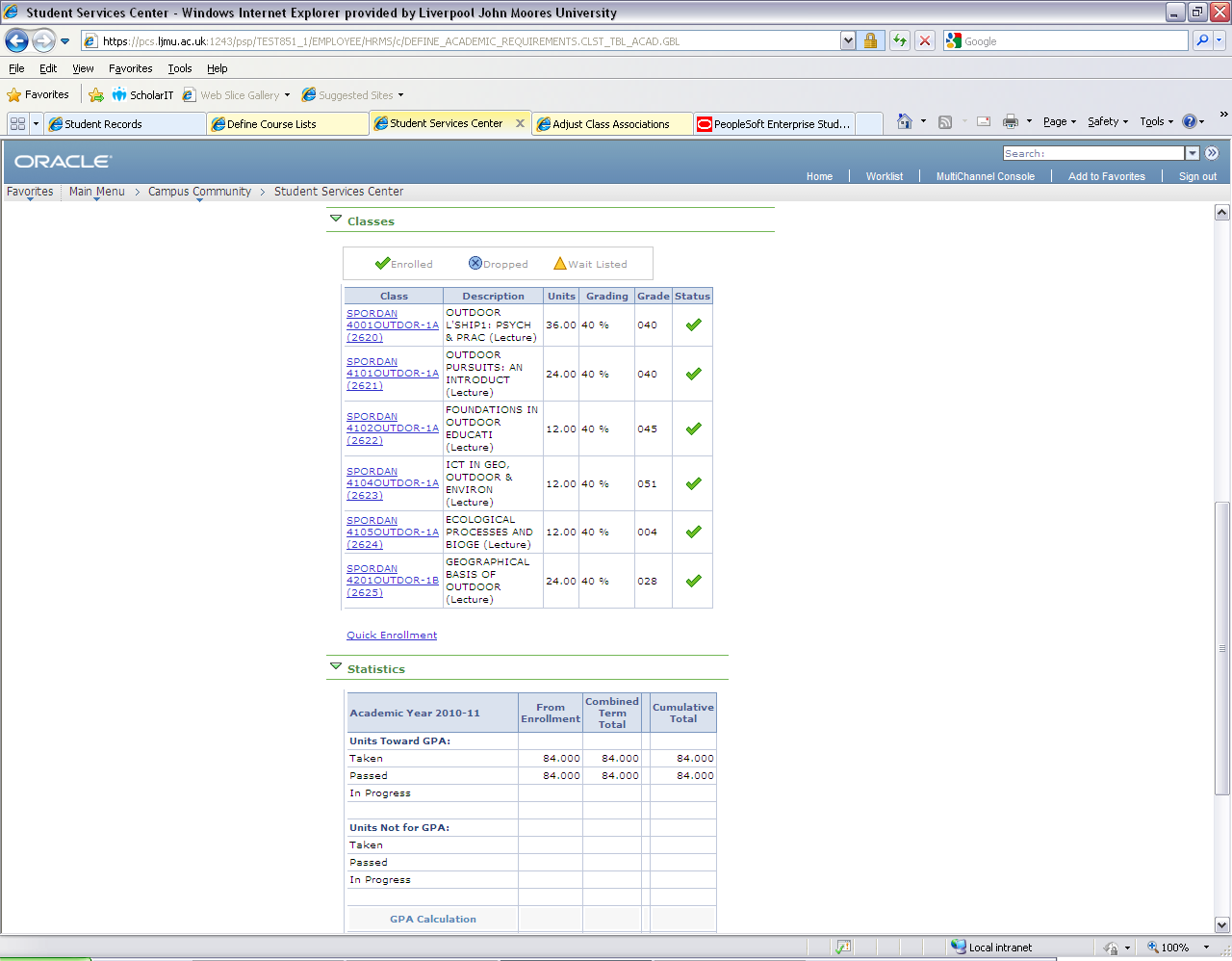
Where a student is only active in one Programme in a single career the process is relatively straight forward. Where a student is active on multiple programmes in one Career then a slightly different process is to be followed, details of which can be found in the relevant section.

The Student Services Centre should be used by staff to view and administer the whole student record in the first instance. This form gives a complete overview of the student, including personal details, active admissions, student record and student finance information. From the Student Services Centre the entire system can be accessed easily as it acts as a central point for navigation.

## Query the Student Record

**Navigation: Main Menu>Campus Community>Student Services Centre>Academics**

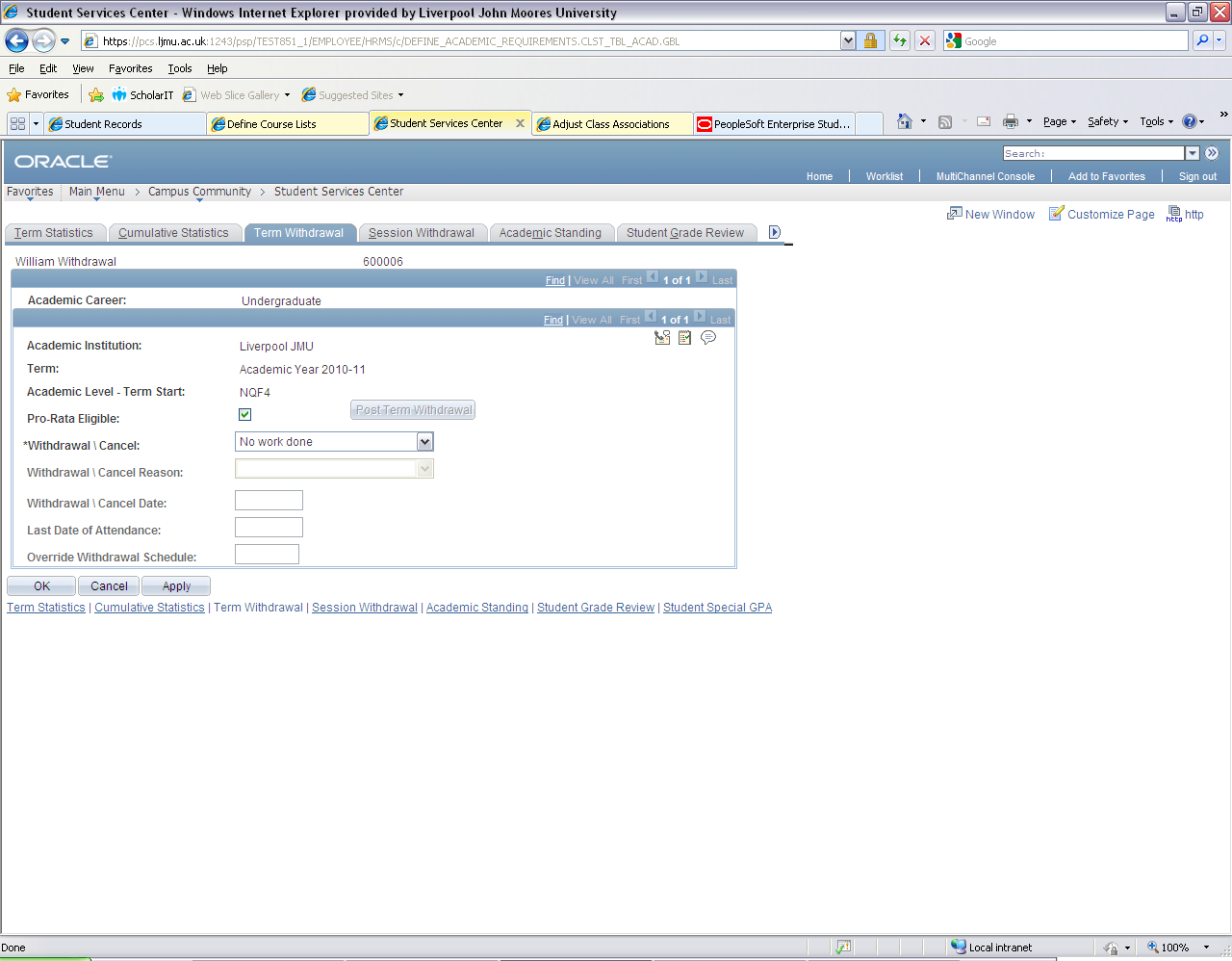




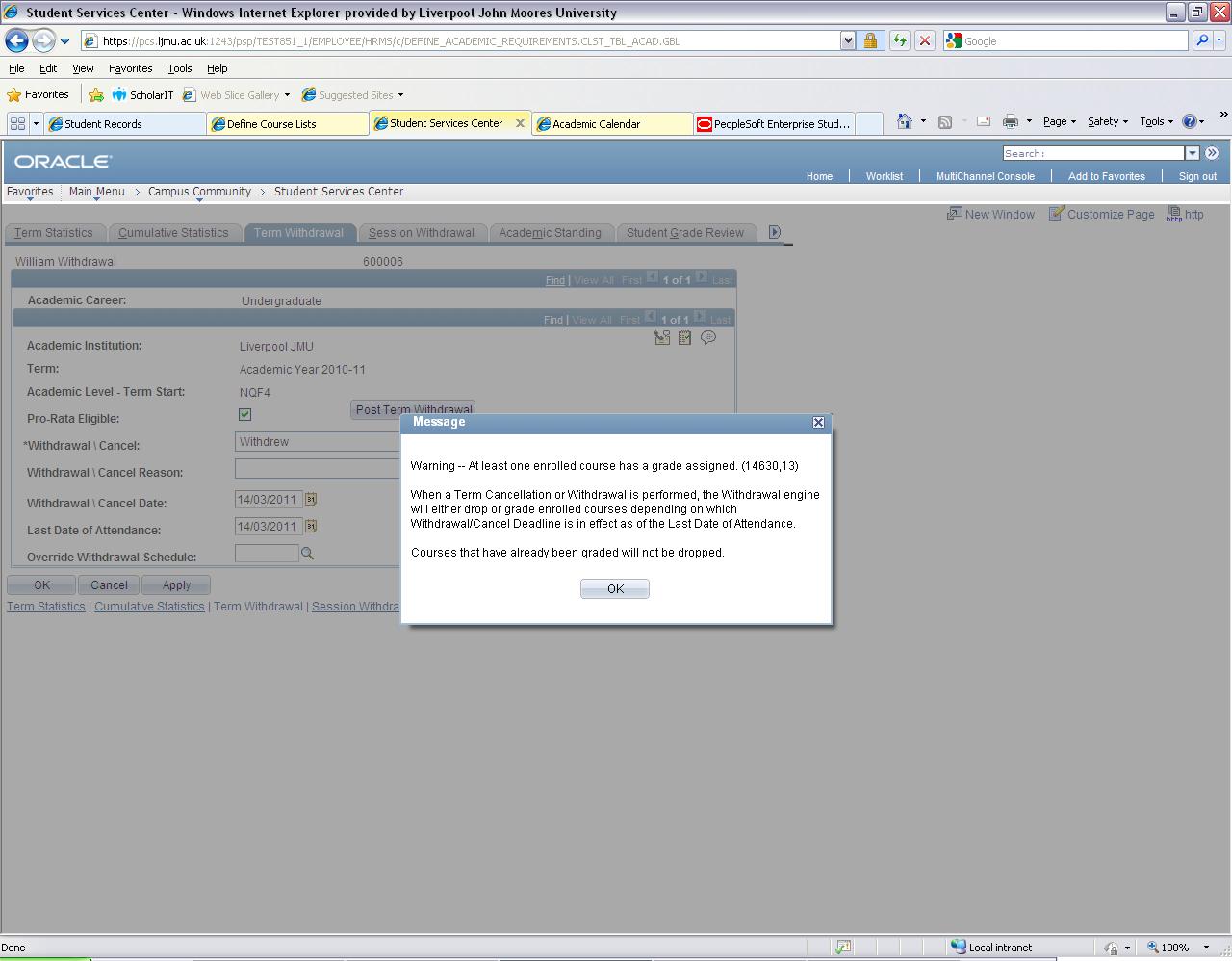
## Withdraw the Student from the Term

**Navigation: Main Menu>Campus Community>Student Services Centre>Academics**

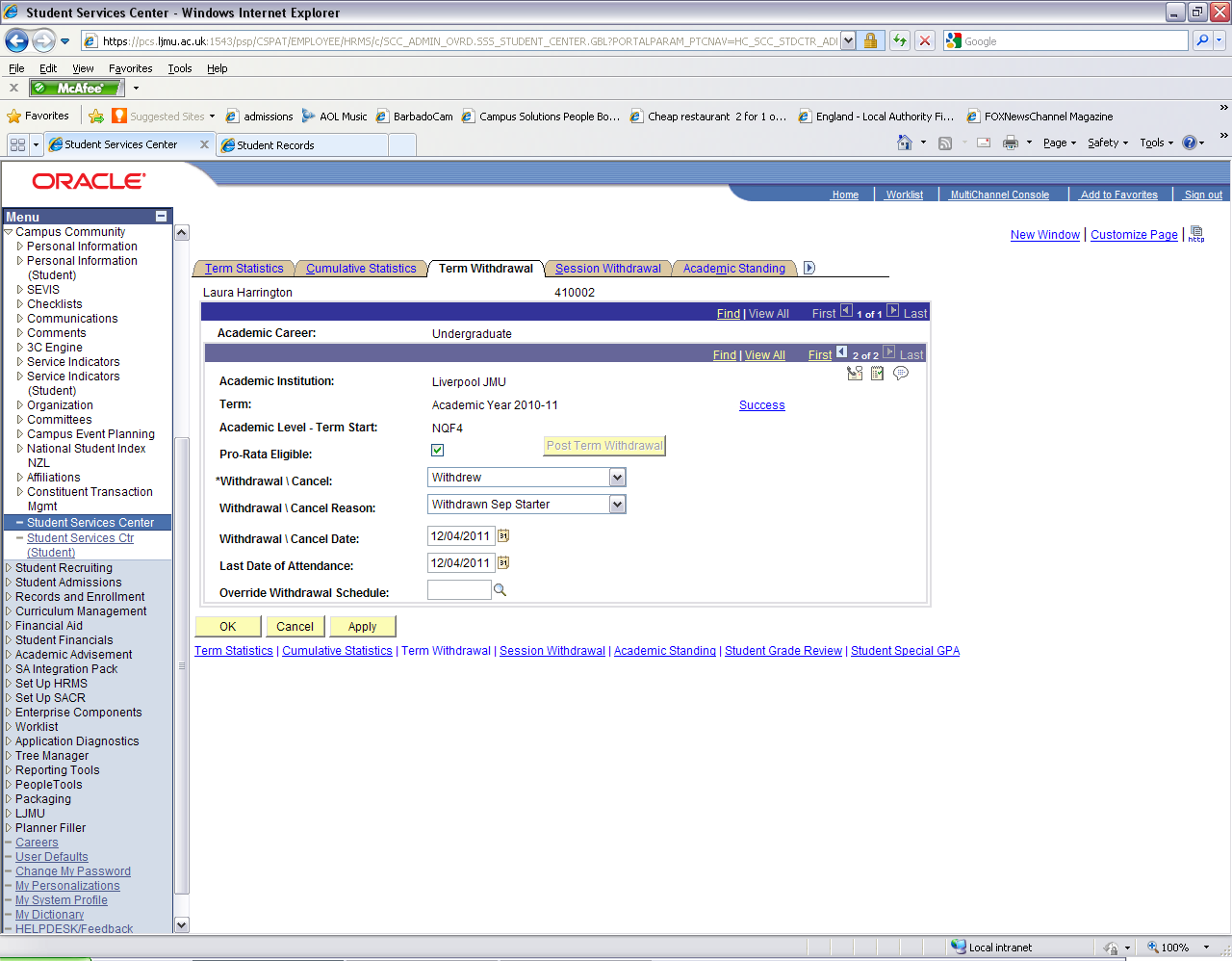
* Click on the Term History link at the bottom of the page.
* Click on the Term Withdrawal tab



* Ensure the correct term is selected
* Ensure that the Pro-Rata Eligible tick box is ticked
* Enter Withdrew in the Withdrawal/Cancel box

Note:

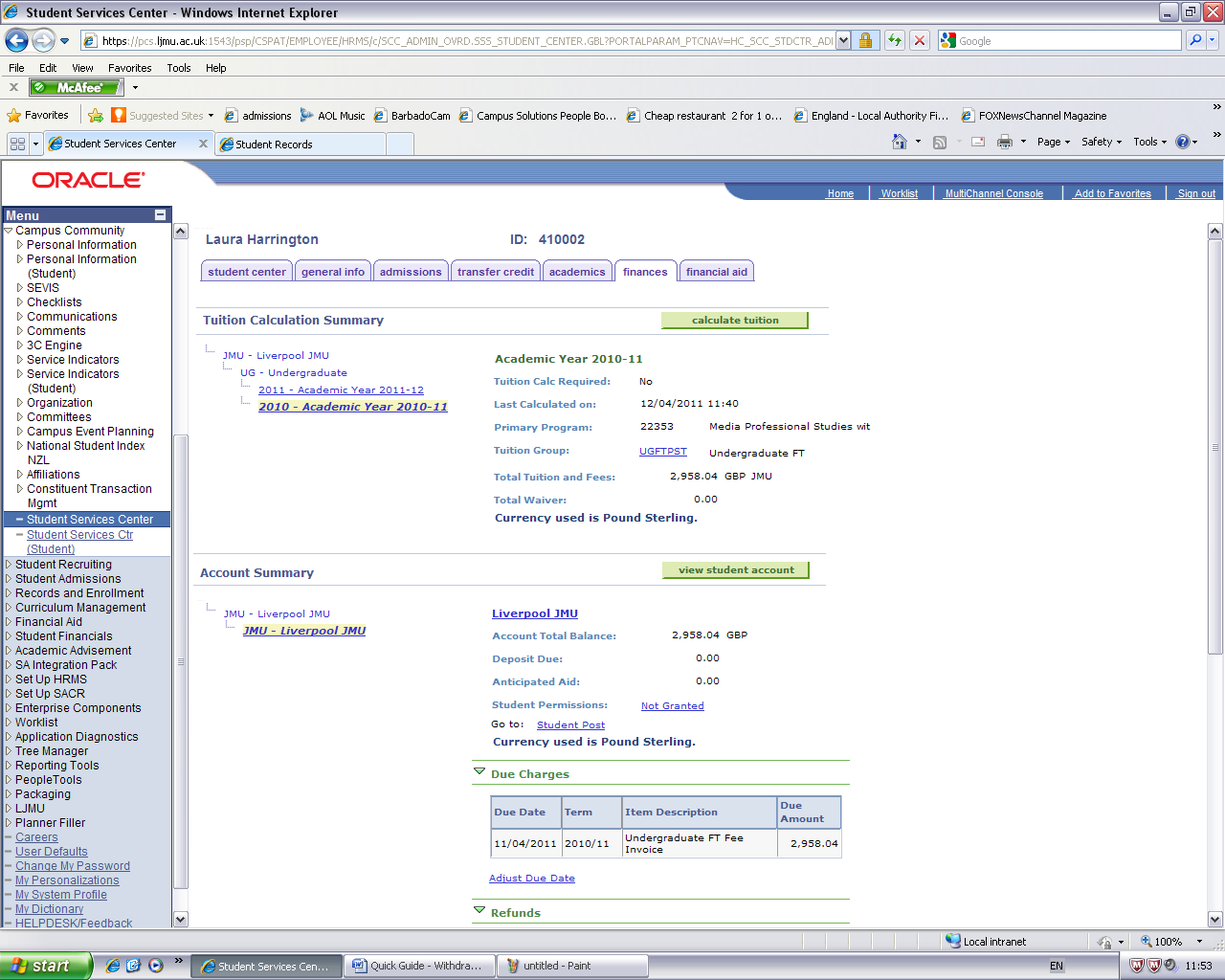
* Enter the Withdrawal Reason in the Withdrawal/Cancel Reason box
* Enter the Withdrawal/Cancel Date
* Enter the Last Date of Attendance
* Click the Post Term Withdrawal button. This button runs a process that uses the Withdrawal Engine, this makes sure that the withdrawal is valid and also ensures that the enrolled classes (with no Grades) are dropped with the correct Withdrawal value
* If the process completes successfully, a ‘success’ or ‘error’ link will appear on the record.



* Clicking the ‘success’ link will provide more details if required.

Note: Processing a Term Withdrawal will automatically withdraw the student from any sessions associated with the Term and update the Students Career status

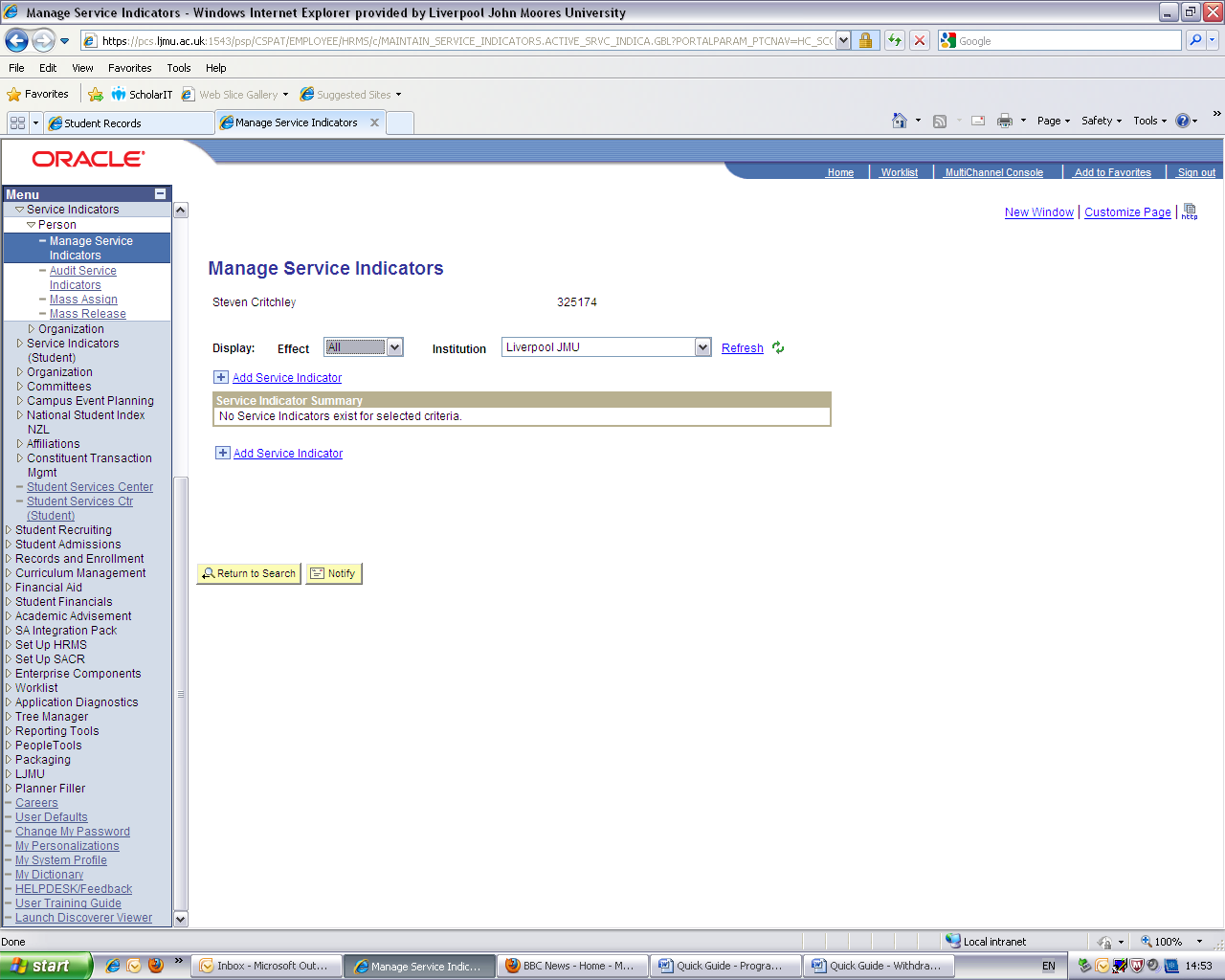
* Click ok to return to the Student Center and click on the Finance Tab



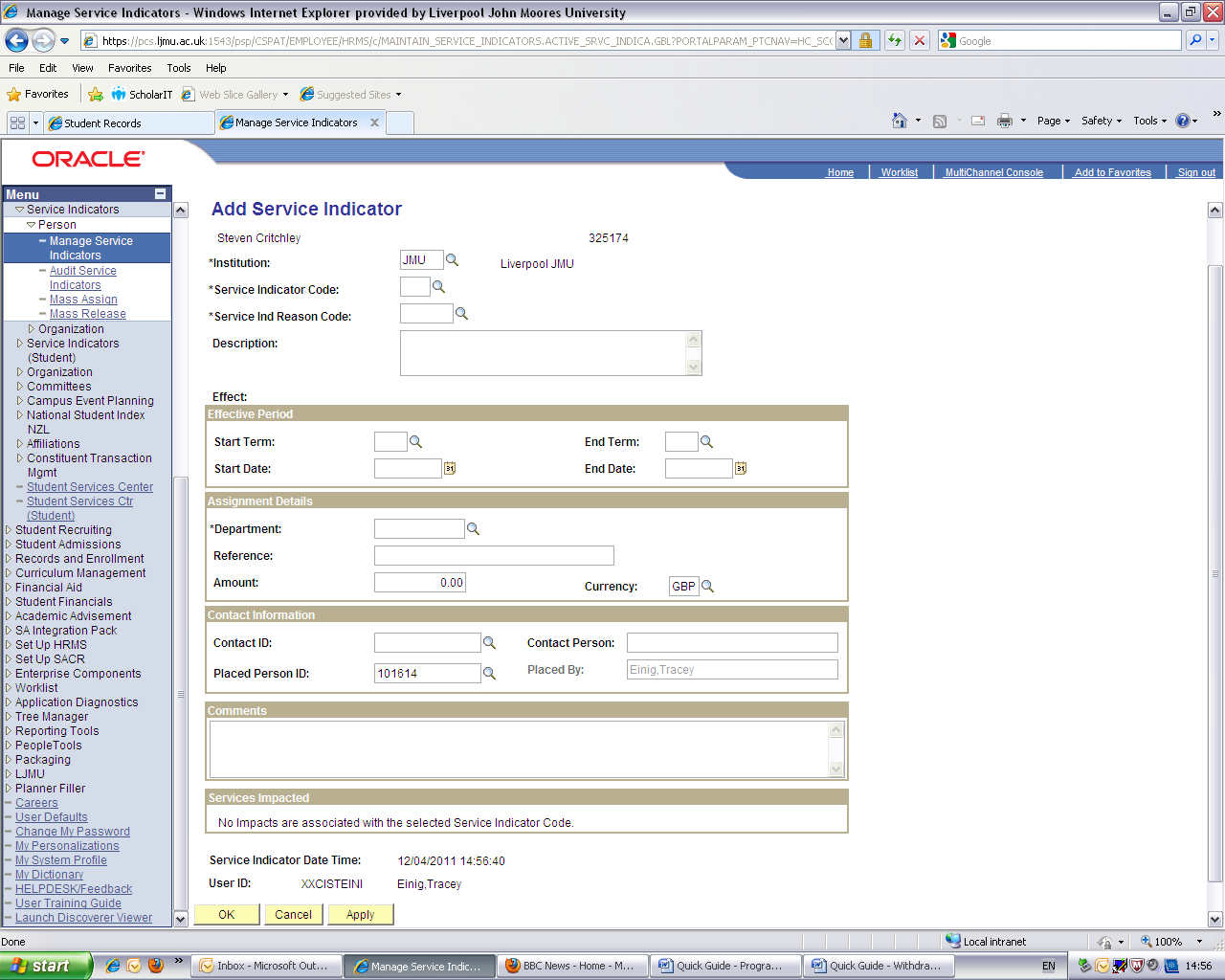
* The above screen shows the tuition fee has now been adjusted automatically

## Apply Negative Service Indicator

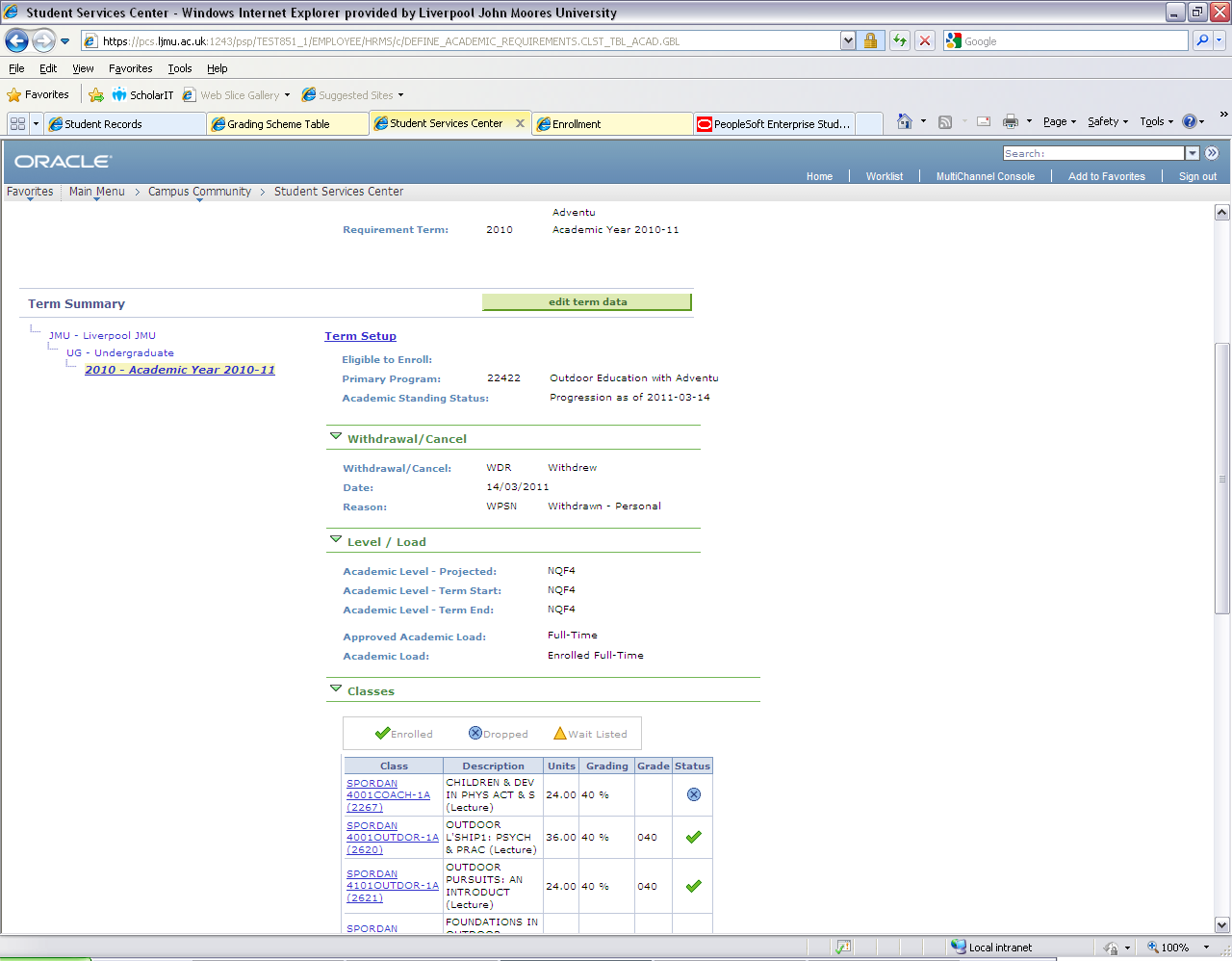
**Navigation: Main Menu>Campus Community>Student Services Centre>General Info**



* Add Sevice Indicator
* Click Add Service Indicator

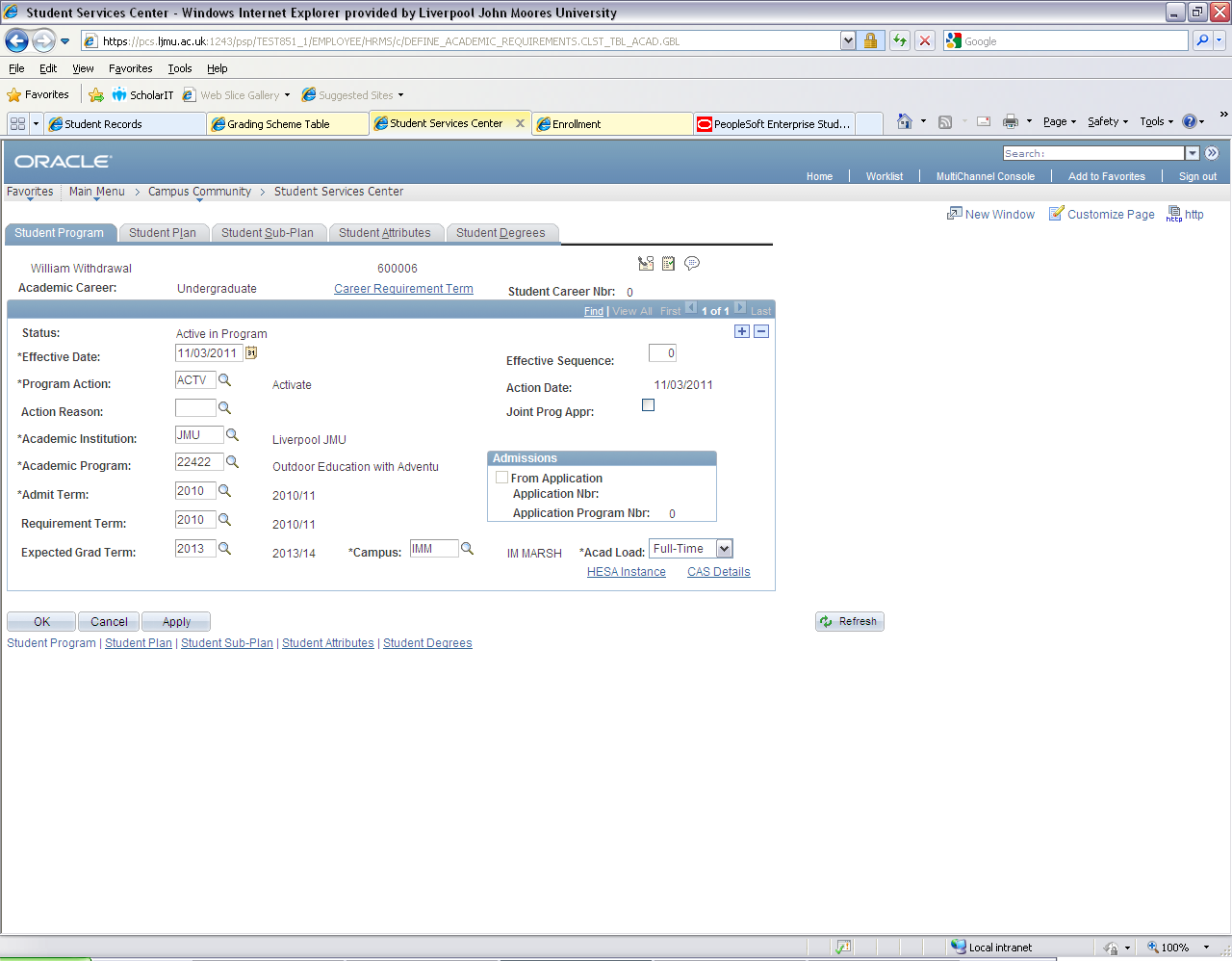


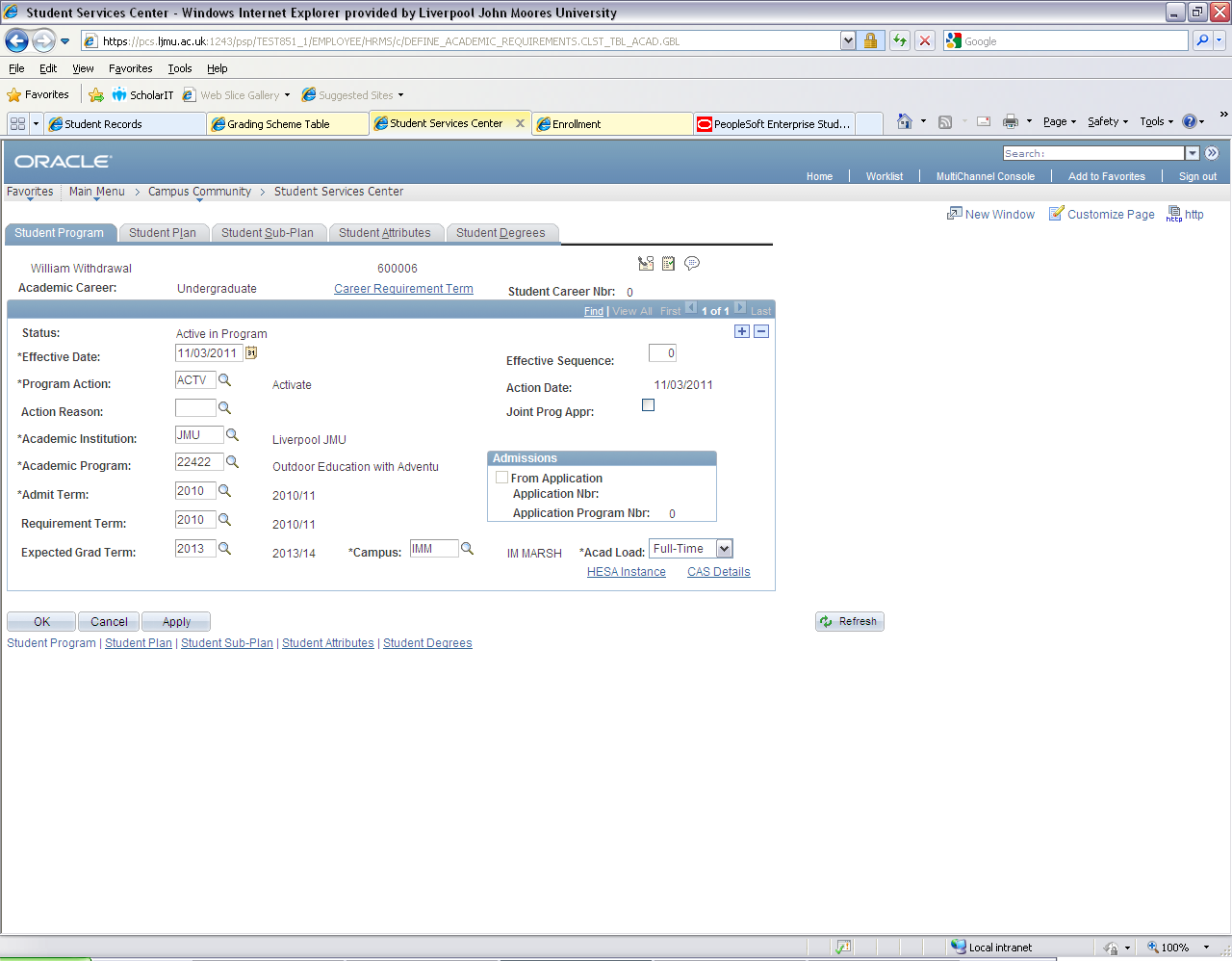
* Add Service Indicator code
* Add Service Indicator reason
* Add Contact id (optional)
* Click Apply
* Click ok to return the Student Services Center

The student Term Withdrawal is complete and is displayed in the Student Center.

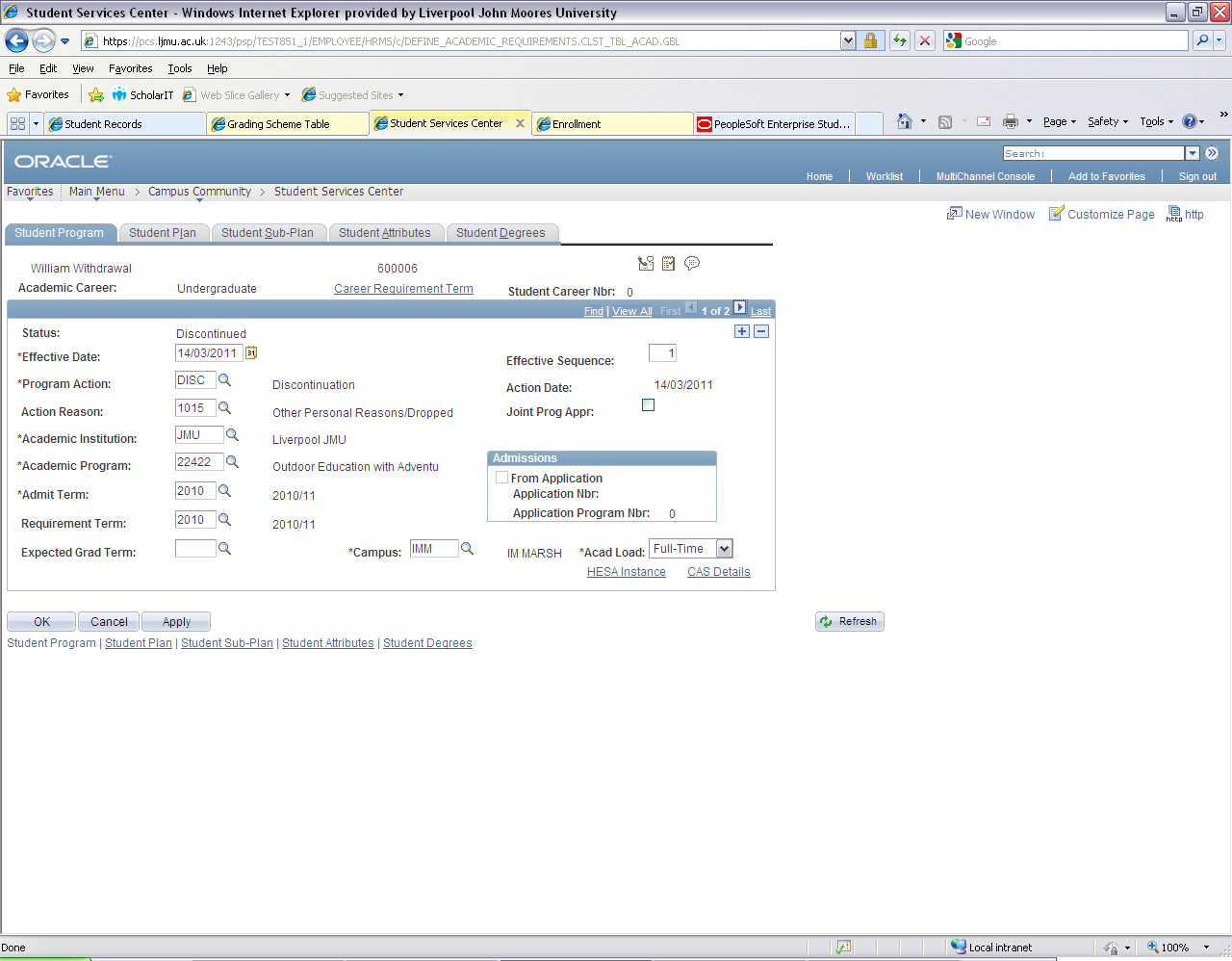
## Withdraw the Student from the Programme

**Navigation: Main Menu>Campus Community>Student Services Centre>Academics**

* Click the Edit Programme Data button



* Add a New Row This creates a new Effective Dated Row
* Enter a Programme Action of ‘Disc’ (Discontinue)
* Enter the Action Reason from the list of Values (HESA list)
* Change the Expected Graduation Term value to the next available Graduation Term (from today’s date)
* Save the record and return to the Student Services Center by clicking save or create the Withdrawal Form (see below)



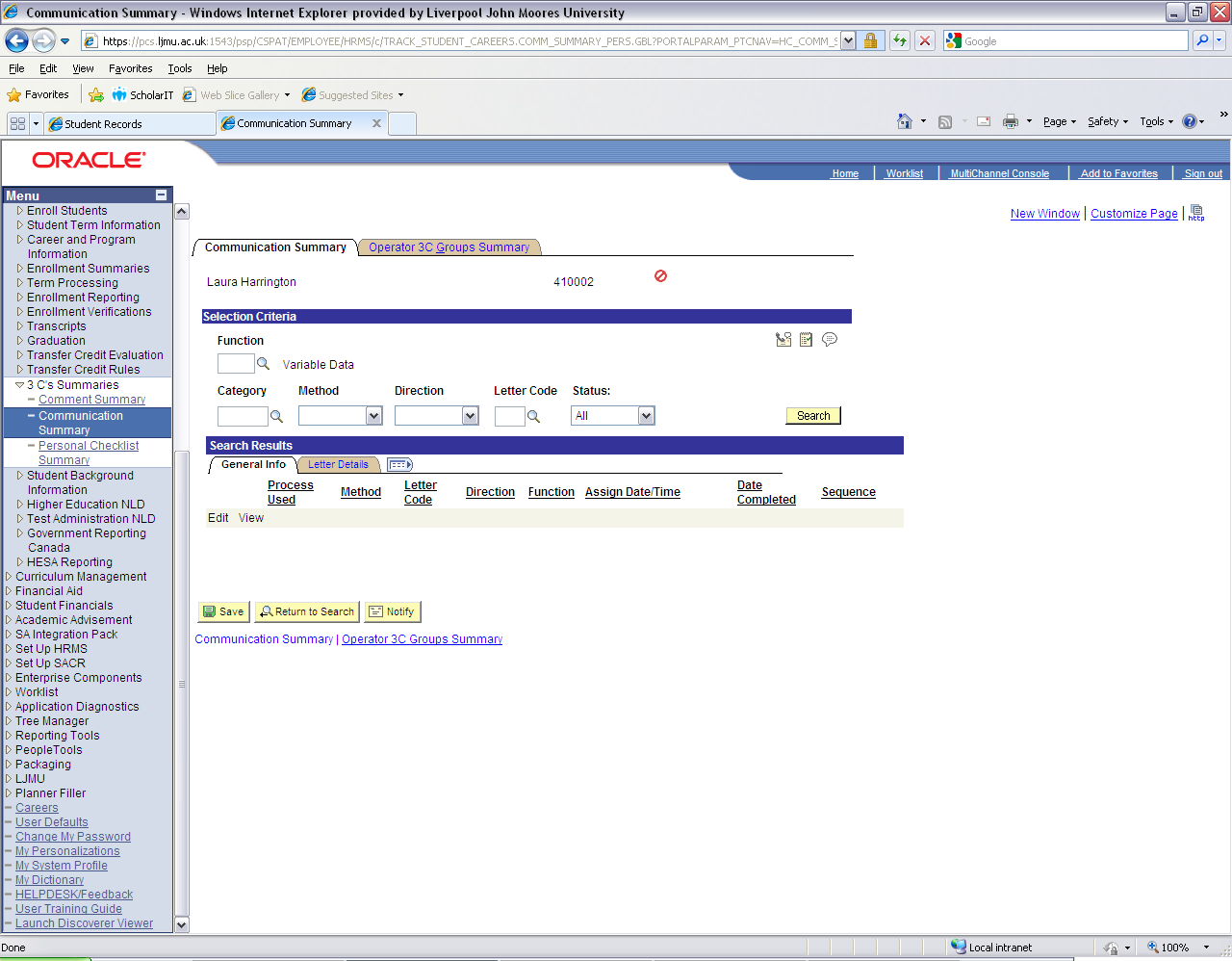
**Note**: If an Award Aim change is required AFTER a student has been discontinued, the procedure for Plan Changes should be followed. There is no need to try and unpick the Discontinuation at all, the Plan change can be added to the stack normally.

## View the Withdrawal Form

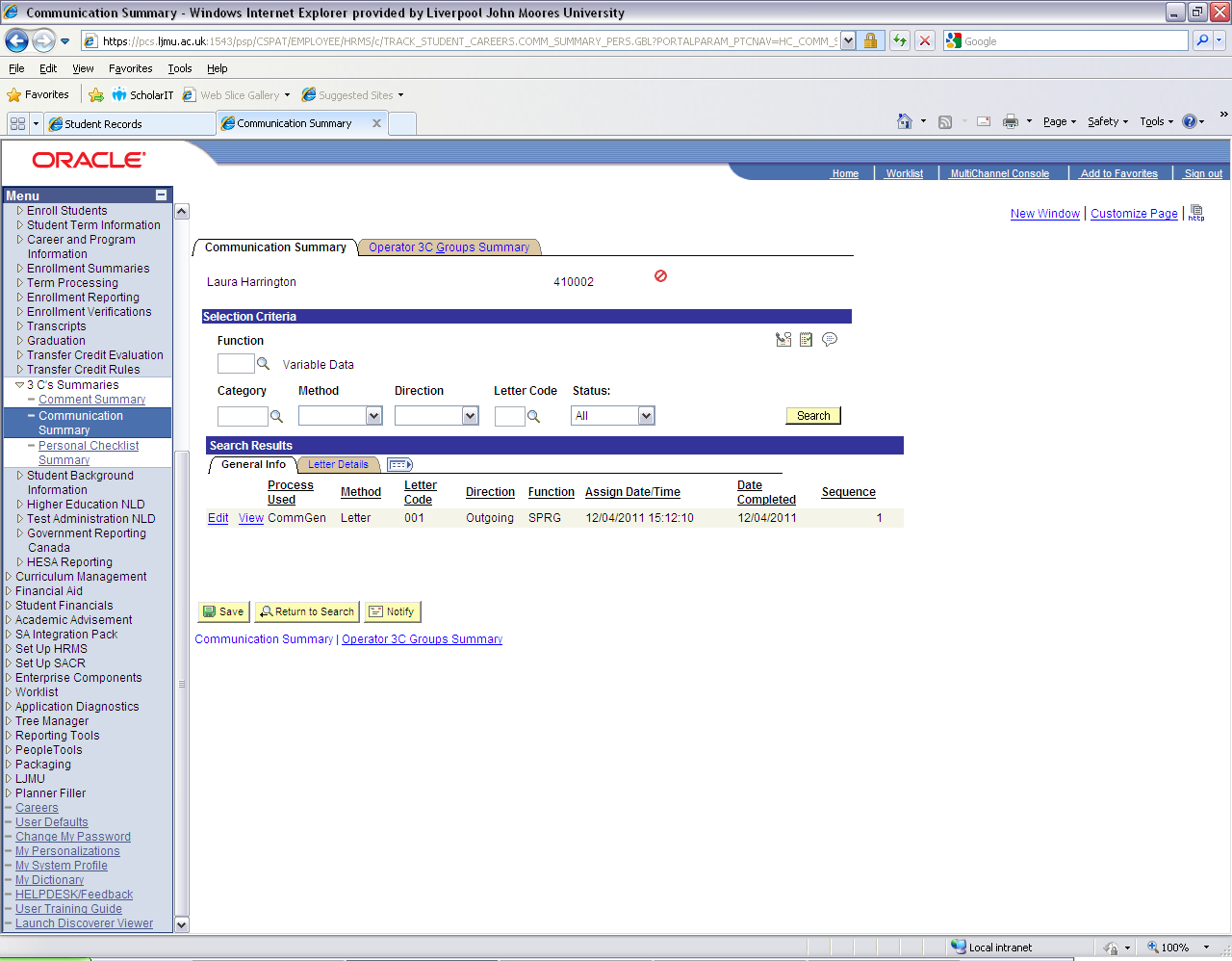
The Change of Circumstance Withdrawal form will be created for each withdrawn student overnight after the Discontinued programme action has been added to the student record. Users are not required to view the Change of Circumstance Withdrawal form as part of the process, so the steps below are for information only.

**Navigation: Records and Enrollment>3cs Summary>Communication Summary**

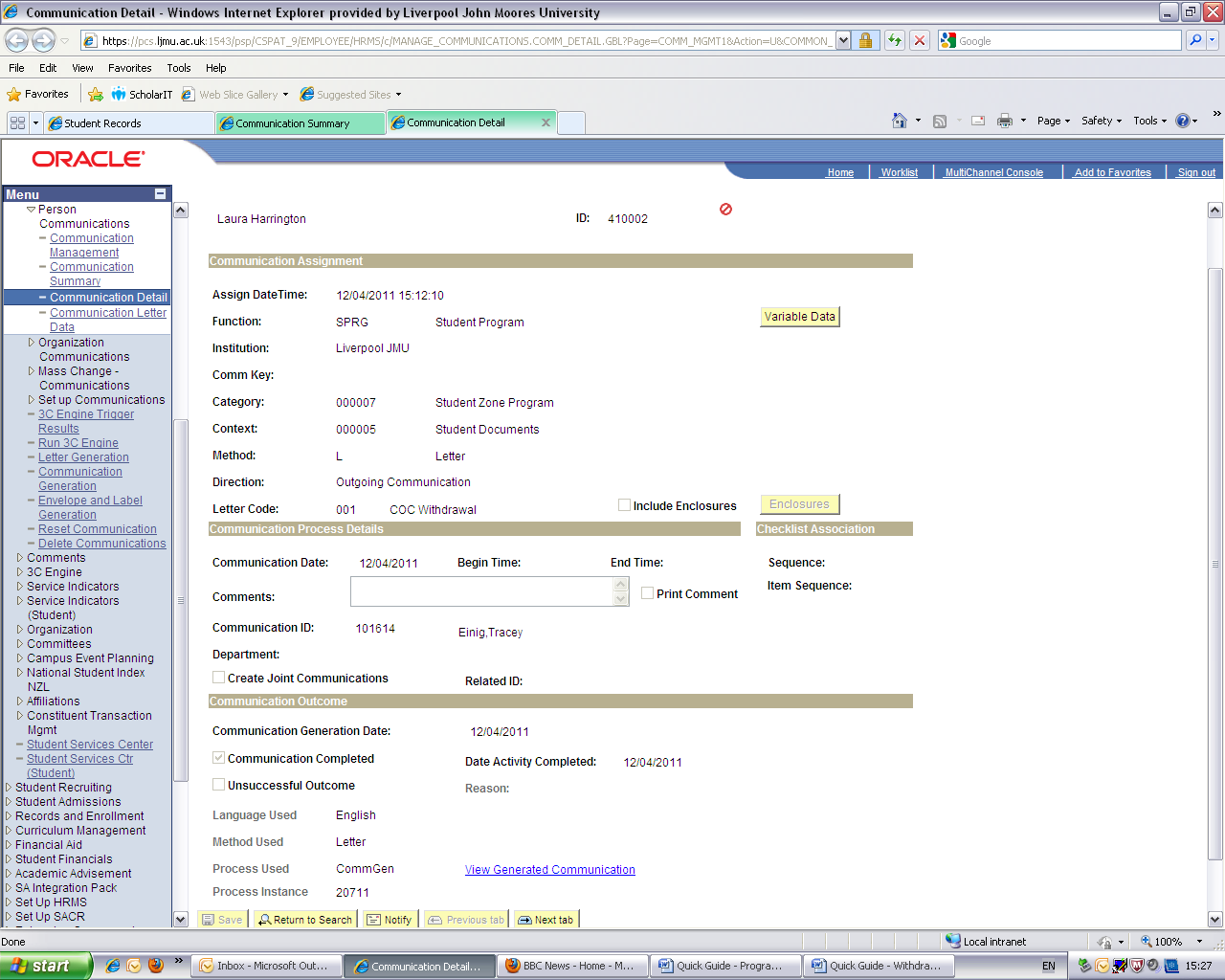
* Search for the student

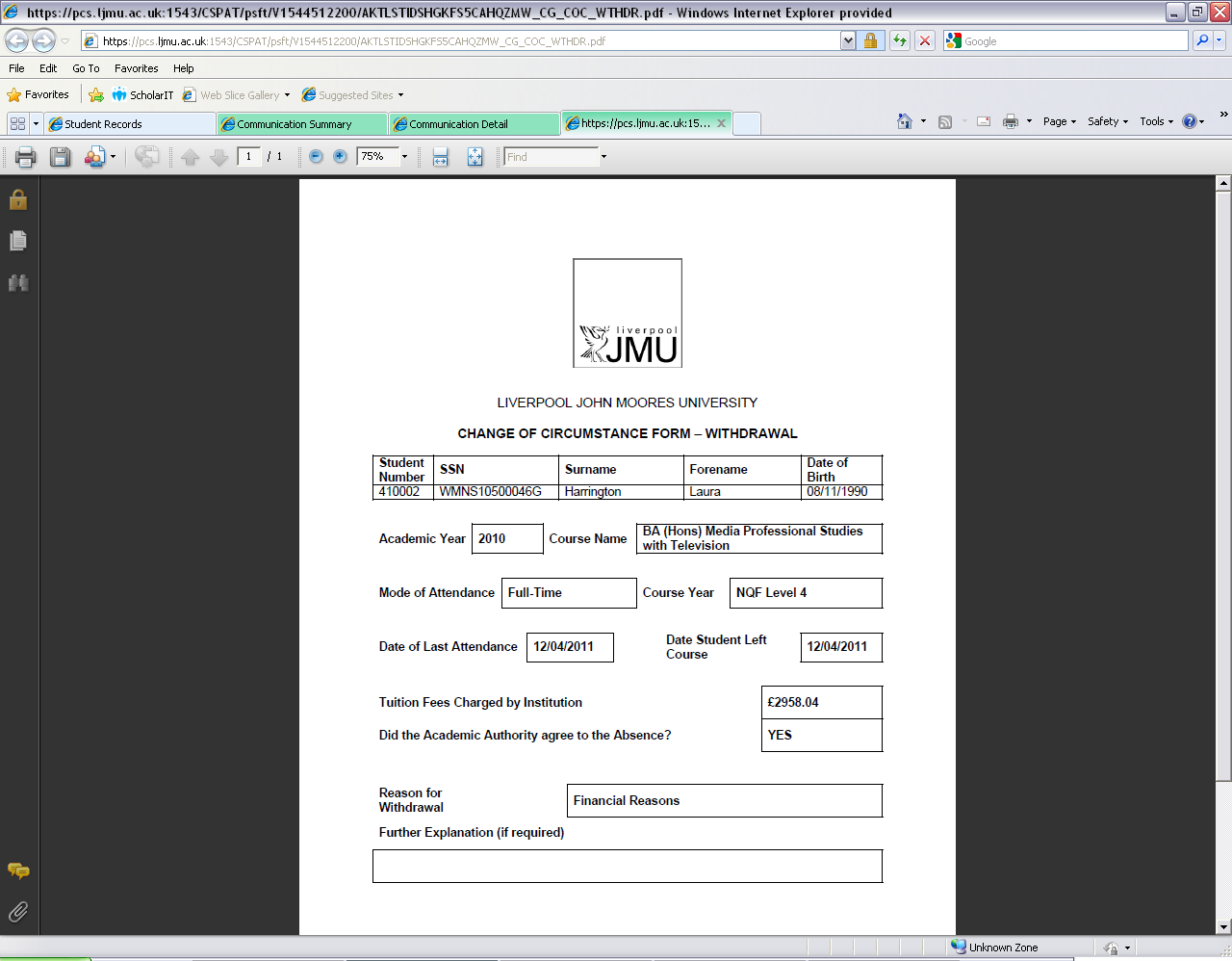


* Click the Search button in the Selection Criteria. This will search for the letters that have been generated overnight



* The search results will show the date that the letter process ran and completed.
* Click the View link. A new tab opens



* Click the View Generated Communication link to view the Change of Circumstance – Withdrawal form