



Dean of Students Office

Meet the Team



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The Dean of Students Office

- ▶ **Student Association Advising**
- ▶ **Student Support**
 - Guidance for students
 - Consultation & oversight of student complaints
 - Medical withdrawals
 - Tuition & fee appeals
 - Emergency grants
 - Laptop & Wi-Fi hotspot loans
- ▶ **Student Support Team**
- ▶ **Behavior Intervention Team (threat assessment)**
- ▶ **Student Conduct**
 - Non-academic misconduct
 - Academic misconduct
- ▶ **Student protest oversight**
- ▶ **Staff consultation about student challenges**
- ▶ **Tracking student with positive COVID results**


Join us Wednesday, October 13th

- ▶ **EAC Open Lab: Managing Student Concerns and Crisis by the Dean of Students Office**

Medical Withdrawals

- ▶ New UW System Policy has propelled us to make changes:
 - <https://www.wisconsin.edu/uw-policies/uw-system-administrative-policies/medical-withdrawal-policy/>
- ▶ Policy went into effect on 9/1/21.
- ▶ Policy applies to all new requests –including new requests where the student withdrew prior to 9/1/21. (If the student started a request before 9/1/21, we are grandfathering them in).
- ▶ Policy intent is to benefit students.

Key Policy Details

- ▶ One office to oversee the Medical Withdrawals including the withdrawal/drop from classes and tuition reductions.
 - ▶ Proration of tuition and fees (as opposed to a full refund).
 - ▶ Students must complete the request within one year after the semester of withdrawal/drop (previously UWM had a 5-year policy).
 - ▶ No expressed limit to how many times a student can receive a Medical Withdrawal.
 - ▶ Simplify process for students (i.e., work with one office, submit documents to one place, have one meeting, etc.).
 - ▶ All students have a similar experience regardless of their school/college.
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Our Goals

- ▶ To comply with the new System Policy by 9/1/21.
- ▶ To make this process easy for students.
- ▶ To improve communication and documentation sharing among units.
- ▶ To be efficient, take advantage of technology, and be user-friendly for everyone involved.*
- ▶ To create spaces and feedback opportunities to refine and improve the process as we navigate it.


*This is a work in progress.



Developing a New Process

- ▶ Sub-team of ASALC met several times early in Summer 2021.
 - ▶ Surveyed other UW System Schools
 - ▶ Surveyed UWM Schools and Colleges about late and retroactive withdrawal processes.
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What we learned...

- ▶ Schools and Colleges would like to continue to determine late drops/withdrawals –especially since they will have to work with the students upon return.
 - ▶ Schools and Colleges decisions on late withdrawals/drops are based on documentation (students do not have to come to an appeal meeting).
 - ▶ Each School and College has a slightly different process, but we all use similar criteria for making determinations.
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New process

Students can apply for a Medical Withdrawal in one centralized location; decision-making authority remains the same.

<https://uwm.edu/deanofstudents/assistance/medical-withdrawals/>

— or —

www.uwm.edu/deanofstudents →

Support for Students →

Medical Withdrawals




Qualifying Circumstances


A request may be granted to students who:

- ▶ Experience a serious or unexpected physical or behavioral health condition during the semester that significantly affects their ability to participate in courses.
- ▶ Experience a pre-existing, recurring, or chronic health condition that has worsened after the start of the term for which the withdrawal is requested.
- ▶ May need to provide care to an immediate family member who is experiencing a serious or unexpected physical or behavioral health condition.
- ▶ Have experienced the death of an immediate family member.

Approval is not guaranteed, and it will be granted on a case-by-case basis.



What is the Deadline to Apply

- ▶ Students may apply for a retroactive medical withdrawal up to one year after the end of the term in question (e.g., requests for the fall 2020 must be submitted no later than the fall 2021 semester).
 - ▶ Whenever possible, requests for medical withdrawal should occur during the term in which the medical condition arose. For applications submitted after the end of the term, transcript adjustments may be the only possible remedy; tuition adjustments may not be possible.
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How to apply.

- ▶ **Complete the [application](#).** Please fill out as much information as possible. If you do not have a piece of information, leave the space blank.
- ▶ **Provide a statement.** Within your application, provide a statement regarding the circumstances that necessitate your withdrawal.
- ▶ **Attach Supporting Documentation.** In your application, attach documentation that substantiates the circumstances of your drop/withdrawal:
 - Include a supporting letter from a licensed healthcare provider, professional victim advocate, or healthcare records that correlate with and substantiate the request for the term of medical withdrawal.
 - In the case of preexisting, recurrence, or worsening of condition(s), documentation must show that the recurrence or worsening began after the start of the term for which the withdrawal is requested.
 - In the case of death of an immediate family member, provide an obituary or death certificate.

What happens after a request is submitted

- ▶ Medical Withdrawal requests undergo a multi-step review. Applicants will receive updates regarding which step in the review process their application is in. Students who have already dropped their courses in PAWS will skip Step 1 and go straight to Step 2.
- ▶ **Step 1:** Academic department reviews the application to decide whether a Medical Withdrawal shall be granted. Students may be contacted via email and asked to provide additional information for review.
- ▶ **Step 2:** In cases where a Medical Withdrawal is approved by the academic department and in cases when students drop courses on their own in PAWS, the Dean of Students Office reviews the application to determine proration of tuition and segregated fees. For applications submitted after the end of the term, tuition adjustments may not be possible. Students may be contacted via email and asked to meet with a Dean of Students Office Coordinator or to provide additional information for review.
- ▶ **Step 3:** In cases where tuition and fees are prorated, the Bursars Office will make adjustments to the student's PAWS account. This step typically takes about 3 weeks to be completed.

How are tuition and fees prorated?

In cases where a proration of tuition and fees is in order, the following table will be used:

FALL AND SPRING FULL SEMESTER COURSES	
Weeks into Session	Refund Range
0-2 weeks	100%
3-4 weeks	70-90%
5-8 weeks	50-70%
9-12 weeks	20-50%
13 weeks or more	10-30%

Tuition and fee adjustments only apply to balances related to tuition and fees for the semester of the request. Adjustments associated with a Medical Withdrawal do not apply to University Housing and meal plan charges, library fees, fines, recalculation of financial aid, or other balances. Refund or proration of other fees is subject to existing university policy.

More proration information...


WINTER TERM, SUMMER, AND OTHER NON-STANDARD-LENGTH COURSES

Weeks into Session	Refund Range
First week	100%
Second week	70-90%
3-4 weeks	50-70%
5 weeks or more	10-50%

What happens when a request is submitted?

- ▶ DOS Reviews the request within 2 business days.
- ▶ If student already dropped courses:
 - DOS will process the request for proration of tuition and fees. This usually involves meeting with the student.
 - DOS will notify school or college of request (we are still working on this step).
- ▶ If student hasn't dropped courses:
 - Dominique forwards the case file and supporting documents to the ASALC rep. for the School/College.
 - ASALC rep. will process the request through their pre-existing process.
 - ASALC rep (or designee) notifies DOS of outcome.
 - DOS will process the request for proration of tuition and fees. This usually involves meeting with the student.

Key Differences


- ▶ Students submit documents once.
 - ▶ Students automatically reviewed for proration of tuition and fees.
 - ▶ Greater information sharing among DOS and Schools and Colleges.
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New Challenges

- ▶ New workflow is a work in progress:
 - Currently relies on email.
 - Goal is to have BP Logix workflow operational by the end of the semester.
- ▶ Process might be different for other late and retroactive withdrawals/drops in your school/college.
- ▶ Process is slightly different for other tuition and fee appeals in DOS.

When new workflow is running, we all may want to consider incorporating our other processes within this one.

Ongoing Challenges

- ▶ Students let us know about medical withdrawals via several different means:
 - **Different offices:** bursars, registrar, DOS, advisor, instructors, etc.
 - **Other processes:** late withdrawal appeal, tuition and fee appeal, etc.
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How we can help students navigate this?

When we meet with students, help them find the simplest path forward.

Requests within 1 year of the semester of drop/withdrawal: Complete a Medical Withdrawal Application.


- ▶ If the student approaches you before the withdrawal deadline:
 - Help the student withdraw first on PAWS, then apply for a Medical Withdrawal (similar to what we've always done).
- ▶ If the student approaches you after the withdrawal deadline:
 - Have the student fill out the Medical Withdrawal application.
 - If the student comes to you AND you have the authority to approve the withdrawal with the information you already have, go ahead and approve it. Then have the student fill out the Medical Withdrawal application and upload any documentation they have.
 - If the student requested a late or retroactive withdrawal under a different process AND you have the authority under that process to approve it, go ahead and approve it. Then, fill out a Medical withdrawal application on their behalf (don't have them apply twice). Include all documentation.
 - If the student comes to you AND you would need more documentation OR if think you would deny the request, have the student apply for a medical withdrawal. This way we centralize documentation and have record of the approval/denial.

Requests older than one year: May complete the Medical Withdrawal Application

- ▶ Not eligible for proration of tuition. However, you still may be able to grant the student a withdrawal/drop based on your pre-existing policies.
- ▶ If the student applies for a Medical Withdrawal AND hasn't dropped their courses, we will still send the file to the ASALC representative.***

***We welcome your advice on how to include this information (for cases older than one year) on our website.

What we all must do...

- ▶ Read the new UW System policy on Medical Withdrawals and the Medical Withdrawal process on the DOS website (which is based on the UW System site).
 - ▶ Make sure your drop/withdrawal processes are aligned with these two resources.
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One more topic...

- ▶ **What if I want to approve a late withdrawal/drop for a situation that is outside the scope of the Medical Withdrawal policy?**
 - If your overarching processes for late and retroactive withdrawals and drops allow for this, go ahead and make a decision using that policy/process.
 - Also, send it to DOS so we can see if it can be processed under our standard tuition and fee appeal.

**Questions,
Ideas,
&
Requests**



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