

Automated Student Request System (ASRS) Approval Guidelines

Preamble

At times, due to unforeseen circumstances, students need to adjust their registration after the stipulated deadlines. The Automated Student Request System (ASRS) provides students with the opportunity for the consideration of these late requests. The Deputy Principal gives approval on behalf of Academic Board in his capacity as Chair for Academic Board Sub-Committee for Undergraduate Student Matters (ABSCUSM). This procedure document was drafted by the Office of the Deputy Principal to provide guidelines on the processing of ASRS requests that require Academic Board approval.

Policies

1. Semester Deadlines

- 1.1. The Office of the Campus Registrar is responsible for ensuring that students are made aware of all deadlines beforehand and therefore advises students of important dates at the start of each semester.
- 1.2. At the end of normal registration each semester, the late Add/Drop of courses is facilitated with penalty on SAS with the penalty charges increasing incrementally up to the end of the semester (see table below). Once students accept the Late Registration Penalty charges they are able to make adjustments to their registration to Add/Drop courses.

Please note: While the option to add remains available up to final examinations, the option to drop is no longer available once the deadline to drop courses has passed.

Penalty	Periods (applicable in Semesters I and II only*)	Add/Drop
\$1000	Week following normal registration.	Add/Drop courses on SAS.
\$2000	Two weeks immediately following \$1000 penalty period. NOTE: Sometimes it may be extended in Semester II due to the late release of Semester I results.	Add/Drop courses on SAS.
\$4000	Start of mid-semester examination period; immediately follows the \$2000 penalty period.	ONLY Add courses on SAS. **Request to drop via ASRS.
\$8000	Start of final examination period; immediately follows the \$4000 penalty period.	ONLY Add courses on SAS. **Request to drop via ASRS.

**Summer School and Summer Term are shorter semesters and therefore have only two penalty periods (\$1000 and \$2000).*

*** See [Dropping of Courses, Section 5](#) for guidance on how requests to drop via ASRS are treated.*

- 1.3. Since the dropping of courses is not permitted after the start of mid-semesters, this has implications for students with registration who make applications for Leave of Absence and Voluntary Withdrawal after the deadline.
- 1.4. After the deadline to drop courses has passed students are financially and academically liable for what remains on their registration.

2. Registration and Billing

- 2.1. Registration is tied to billing, therefore, once students register their account is automatically billed.
 - 2.1.1. Part-time registration of **nine credits or less** within a semester result in per-credit billing in most Faculties. This would be applied in accordance with the per-credit cost for programmes that offer part-time status. *Please note: For programmes where billing is aligned with enrolment status, students have to request a change of status from full-time to part-time in order for any part-time billing (which may not be per-credit) to be applied.*
 - 2.1.2. Full-time registration of **twelve or more credits** within a semester result in the application of the full-time cost for the programme. *Please note: For programmes where billing is aligned with enrolment status, students with full-time enrolment status will be billed accordingly even if registered for less than twelve credits.*

Billing for Additional Credits (or Courses)

- 2.2. It is assumed that when Faculties approve additional credits (or courses) each semester, at its discretion, it is also in the best interest of both the University and the student. Faculties should note the following and inform students accordingly when making such approvals:
 - 2.2.1. Once part-time students are approved by the Faculty to do additional credits/courses above their maximum credit limit they will automatically be billed as a full-time student. This is regardless of whether their enrolment status remains as part-time. *Please note: For some programmes, in order to complete credits above the part-time limit the Department would advise the student to request a change of status from part-time to full-time to facilitate the registration. Billing would therefore align with the enrolment status.*
 - 2.2.2. Once full-time students are approved by the Faculty to do additional credits/courses above the maximum credit allowable for a semester they are not billed extra. The full-time billing covers the cost of the additional credit/course(s).

Billing for Adjustments to Registration

- 2.3. Once a course is removed from a student's record the associated billing charges are automatically adjusted where applicable, i.e., when the adjusted record results in no registration or a part-time registration of nine credits or less.

- 2.3.1. Depending on the Faculty, part-time billing adjustment is only possible after a change of enrolment status from full-time to part-time for the applicable semester ([refer to the note in Registration and Billing, Section 2.1.1 above](#)).
- 2.3.2. In instances where payment had already been made, the automatic reversal of billing charges results in these charges (or part thereof) being credited to the student's account, excluding any late fines or penalties that would have been applied.
- 2.3.3. Where it is seen that adjustments are to be made to a student's account for the removal of accrued late payment penalties, late registration penalty and/or academic board fines this is to be communicated to Customer Service, Bursary.

3. Refund

- 3.1. It is the Bursary that manages the refund process and determines the refundable amount, if any, as guided by the established Refund Policy outlined below:
 - Within the first four weeks of the start of the semester — 100%
 - After Week 4 — 65%
 - After Week 5 — 50%
 - After Week 6 — 40%
 - After Week 7 — 25%
 - After Week 8 — 0%
- 3.2. Although funds may be credited to a student's account due to decisions of the Academic Board, a student is **only eligible for refund based on the Refund Policy**.
- 3.3. Refund of monies credited to a student's account is not automatic and must be requested by the student through the Bursary Online Student System (BOSS) which may be accessed at <https://apps.mona.uwi.edu/bursary/account/login.php>.
- 3.4. Students may be granted a refund of the applicable percentage of tuition fees for the relevant semester based on the week in which an application is made in writing to the Faculty (usually via the Automated Student Request System - ASRS) for Leave of Absence (LOA) or Voluntary Withdrawal (VW).
- 3.5. In instances where a refund of the credited amount is deemed by the Bursary as non-refundable (based on the policy), it remains on the student's account and applies to future registration and/or academic charges.

ASRS Approvals

4. Addition of Courses

4.1. Students are responsible for their registration. Therefore, the onus is on students to ensure all courses being completed within a semester are reflected on their registration.

Addition of courses during the semester

4.2. Once normal registration ends each semester then the Late Registration Penalty becomes applicable in order to gain access to add course(s) to registration on SAS.

4.3. Once students accept the applicable charges of the Late Registration Penalty, they can add courses to their registration up to the day of the final examination of a course via SAS.

4.4. Once accepted, the Late Registration Penalty charge is automatically applied to the student's account and immediate access (up to 11:59pm) is given to facilitate registration for the addition of courses. ***Please note: A financial hold on a student's record would prevent access to registration even if the charges for Late Registration Penalty are accepted. Therefore, students should ensure there is no financial hold before accepting the charges for Late Registration Penalty.***

4.5. The Late Registration Penalty can be waived in instances where it is deemed that access to register should be facilitated without penalty. Requests to be considered for **waiver of the Late Registration Penalty** can be made in writing via email at deputyprincipal@uwimona.edu.jm by the affected student or a Department/Faculty on behalf of the affected student(s). Only in instances where UWI administrative, system and process issues affected registration will a waiver be granted.

Retroactive addition of courses

4.6. Once the semester has ended, courses can only be added retroactively via Late Adjustment to Registration on ASRS.

Please note: Based on the registration policy outlined each year by the Office of the Campus Registrar, students must be financially cleared for registration and should not be facilitated to complete exams without financial clearance. Therefore, ASRS requests for the retroactive addition of courses made by students who were not able to register due to a financial hold on their account will not be approved. Approval will only be granted to scholarship and grant recipients who were inconvenienced by late payments and to students who were evidently misinformed or otherwise hindered by UWI administrative processes.

4.7. Requests to add courses retroactively are approved with the maximum penalty applicable at the end of the semester ([refer to the table in Semester Deadlines, Section 1.2 for the applicable penalty](#)).

4.8. The penalty may be reduced or waived:

- 4.8.1. In instances where the Faculty supports (by commenting on the request) that the late course addition(s) is due to misinformation or administrative error on the part of The UWI and not student negligence whether unintentional or otherwise.
- 4.8.2. If a student has multiple requests pending to add courses to the *same* semester. This waiver is given on the premise that ideally the student should have made one request for the addition of courses to the same semester instead of separate requests. Therefore, only one penalty would have been applied to add the courses to the applicable semester. In instances where it is noted that multiple requests are pending to add courses to the same semester, one request is approved with penalty and the other(s) approved with a comment on the request as to why the penalty is being waived.

5. Dropping of courses

- 5.1. Students are responsible for all courses on their registration. Therefore, students who decide to withdraw late from any course are liable for the resulting consequences.
- 5.2. Retroactive requests to drop will only be **considered** for up to six (6) semesters preceding the current semester.
- 5.3. **Before the deadline for dropping courses** students can drop courses from their registration via SAS once they accept the charges of the Late Registration Penalty ([refer to Semester Deadlines, Section 1.2](#)). Once accepted, the Late Registration Penalty charge is automatically applied to the student's account and immediate access is given (up to 11:59pm) to facilitate the dropping of courses. *Please note: A financial hold on a student's record would prevent access to registration even if the charges for Late Registration Penalty are accepted. Therefore, students should ensure there is no financial hold before accepting the charges.*

Late Withdrawal Grade

- 5.4. **After the deadline for dropping courses has passed**, students who are unable to complete a course and/or the semester due to extenuating circumstances may utilize the ASRS to make the relevant request.
- 5.5. **Once the student did not sit the final examination**, requests for Late Adjustment to Registration to drop course(s) after the established deadline **are considered for** Late Withdrawal (LW) grade. This results in LW grade being utilized in place of a failing grade so that the student's GPA is not negatively impacted by the late withdrawal.
- 5.6. Course(s) to which LW grade has been applied are not removed from students' registration therefore students remain responsible to clear the associated tuition fee charges and are **not exempt** from being billed in the future when registering for the same course(s).

Please Note: As at semester I, 2021-2022 the "LW Statement" no longer applies to any approval for LW grades. In the past, this was a notation made on some requests at the discretion of Academic Board, in instances where a student was approved for LW grades due

to extenuating circumstances (*as listed in [Section 5.9 below](#)*). While LW grades are applied to indicate late withdrawal and preserve the student's GPA, the intention of the "LW Statement" was to help ease the financial burden of students who would have had to pay twice – for the registration approved for LW grades as well as for the same courses upon re-registering for them. However, in order to help students more effectively as well as to better align LW grade with its function, the use of the "LW Statement" was ceased and the original intent of the statement addressed another way (*refer to [Removal of Courses, Section 5.8 to 5.12 below](#)*).

5.7. In instances where the Faculty believes that the situation warrants that the student **should not be** held financially liable *refer to [Removal of Courses, Section 5.8 to 5.12 below for guidance](#)*.

Removal of Courses

5.8. Normally courses with grades are not approved for removal as this indicates some participation in the course.

5.9. **Requests to drop a course from current registration that was already passed** (which would be evident on the transcript) is approved without penalty.

5.9.1.1. The UWI's policy is that once a student re-registers for a course already passed the second registration is removed.

5.9.1.2. However, should the student complete the re-sit before it is flagged, instead of course removal, the course will be designated on the transcript as audited (V) once the course has been taken in accordance with Regulation 13 of the Assessment Regulations. Courses designated as audited are not calculated in the student's GPA. ***Please note:*** The Faculty is required to submit a [Supplementary Grade Report form](#) indicating the audit grade (V) as per the [Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates Including GPA and Plagiarism Regulations](#).

5.10. **The exceptions for consideration** for course removal from a student's record instead of the application of LW grade are:

- Due to misinformation or administrative error on the part of The UWI such as late approval of override by Department/Faculty in instances where the student failed to cancel the pending override request.
- Death of a close relative. *
- Medical reason (which includes mental illness). *
- Issue with funding entities (for example, Student Loan Bureau, GATE Programme, etc.) that is not as a result of student negligence, such as, incomplete application process.
- National duties.

** [Refer to Absent for Medical Reasons, Section 6 below](#) for an alternative in the case of loss or illness that may be more advantageous to the student.*

5.11. A request for Late Adjustment to Registration (LAR) to drop from the relevant semester can be made **for consideration** once the student did not sit the final examination and the course(s) to be removed has no grades.

5.12. To facilitate approval, the Faculty should:

5.12.1. Briefly comment on the request to state why the Faculty supports the removal.

5.12.2. Approve the request only if the student's reason reflects one of the above special circumstances listed in [Section 5.10](#) above, and where relevant, supporting documents are uploaded (for example, death certificate in case of death of a close relative, official letter regarding national duties, medical certificate, etc.).

Penalty for Dropping of Courses

5.13. **Prior to academic year 2021-2022**, the highest penalty applied by ABSCUSM to drop courses from registration was \$4000 while the highest penalty applied to add courses is \$8000 ([refer to Semester Deadlines, Section 1.2](#)). The penalty applied to drop courses will now be aligned with the late registration penalty periods so that the penalty to add and drop courses are equivalent. Therefore, requests made to drop courses from the current semester within the highest penalty period as well as from previous semesters will now attract the highest penalty. ***Please note: In the cases of Summer School and Summer Term the highest penalty applicable is usually less than the regular semesters. The highest penalty is currently \$2000.***

5.14. Going forward, requests to drop will attract penalty as follows:

5.14.1. **The late penalty/fine will be waived once approved with LW grade.** This is a concession to help relieve financial burden, since students are required to pay for course(s) approved for LW grades and will have to pay again whenever they next register for these same course(s).

5.14.2. In instances of exceptions outlined in [Section 5.10 above](#), **once course removal is approved it will attract the applicable penalty** ([refer to Semester Deadlines, Section 1.2](#)). However, consideration may be given for this penalty to be reduced or waived depending on the circumstances outlined by the student and the notation provided by the Faculty on the request.

6. Absent for Medical Reasons

6.1. Students making applications for late leave of absence (LLOA) or requesting to drop courses from their registration due to loss or medical reasons should be advised to engage the UWI Health Centre if they have not already done so.

- 6.2. Students should access the medical form to be completed from the Examinations Section website at <https://www.mona.uwi.edu/exams/forms-and-download> or visit the UWI Health Centre. The first page of the form is to be completed by the student and page two by the relevant medical personnel if no sick certificate was provided. In the case of loss (of caregiver, guardian, close relative, etc.) page two would not need to be completed, however, a death certificate is to be submitted in lieu.
- 6.3. Students should submit their completed forms and any relevant attachments (medical certificate/sick leave from a doctor or in the instance of loss a death certificate) to healthservs@uwimona.edu.jm or the UWI Health Centre.
- 6.4. Once students complete this process the UWI Health Centre would respond to the student to advise eligibility to be excused on medical grounds.
- 6.5. Once approved the Health Centre would communicate in writing to relevant personnel as follows:
 - 6.5.1. **The Lecturer of the course(s)** for classes, rotation, assignments, and/or mid-semester missed due to ill-health or loss.
 - 6.5.2. **Examinations and the Dean of the Faculty (copied to the Dean of the Faculty)** for final examinations missed or leave of absence due to ill-health or loss.
- 6.6. Based on the UWI Health Centre's approval, the Examination Section amends the student's record with Absent Medical (AM) grades for the specified course(s) or all courses (in the instance of leave of absence on medical grounds) for the relevant semester. AM grades do not carry any academic penalty.
- 6.7. The student is obligated to clear all fees, however, AM grades allow the student the choice to re-sit without having to pay for these course(s) again (except if the re-sit is done in Summer School, *refer to Section 6.9 below*).
- 6.8. The re-sit is to be done at the next available sitting in Semesters I, II or III (for programmes with Summer Term) whether the examination only or the whole course.
- 6.9. If the examination only or the full course with AM grade is done in Summer School a charge of 50% of the applicable fees for the registration will be applied.
- 6.10. Students who receive AM grades should be mindful that once they register for the next available sitting (whether the full course or the examinations only) adjustment to billing is not automatic. Currently, the student must visit Customer Service, SAS to request for their billing to be adjusted.

7. Leave of Absence

7.1. **Leave of Absence (LOA)** requests can only be made before the deadline (usually the start of mid-semester) within the current semester. All LOA requests are approved without penalty and any registration removed.

7.2. Once the deadline for LOA has passed any subsequent request for leave is late, therefore, **Late Leave of Absence (LLOA)** becomes the only applicable request to make a late request for leave.

7.3. LLOA requests **without registration**, whether for the current or previous semester, are approved without penalty.

7.4. LLOA requests **with registration**:

Current Semester

7.4.1. Once there is registration, students are not eligible for LLOA approval during the current semester. The LLOA request will be *denied* and a notation placed on the request for the student to make a request for Late Adjustment to Registration (LAR) instead (if one was not already made).

7.4.2. Once the LAR is due to extenuating circumstances ([see Section 5.10 above](#)) it will be approved for LW grades **once the student did not sit the final examination**. When grades are published, should a student wish to appeal the decision of LW grades to have the course(s) removed instead, an email indicating same may be sent to the Office of the Deputy Principal at deputyprincipal@uwimona.edu.jm. Appeals are normally positively considered once there are no grades.

Previous Semester

7.4.3. If at least one of the courses for which the student is registered in the relevant semester has grades that course cannot be considered for removal from the record. Therefore, this nullifies the request for leave of absence. Where the student is ineligible for leave of absence, the request will be *denied* and a notation placed on it for the student to make a request for Late Adjustment to Registration (LAR) instead (if one was not already made).

7.4.4. The LAR request facilitates consideration for the removal of courses in the relevant semester for which the student has no grades. ***Please note: Retroactive requests to drop (course removal) will only be considered for up to six (6) semesters preceding the current semester.***

New Students requesting LOA

7.5. New students as categorized below **are ineligible for LOA or LLOA**.

- Students in their first year, first semester at The UWI.

- Returning/re-entry students under Academic Forgiveness (i.e. students who were required to withdraw who reapplied for re-entry to The UWI after sitting out one academic year).
- Students in their first semester of a new Faculty having transferred from their previous Faculty.

7.6. If a new student makes a request for LOA or LLOA for their first semester the Faculty should:

7.6.1. Email the student through the request to advise that a request for Voluntary Withdrawal (VW) should be made instead once it is before VW deadline. However, once the VW deadline has passed the email should advise that a request is to be made for Late Voluntary Withdrawal (LVW).

7.6.2. Deny the request after placing a notation on it that, *“New students are ineligible for LOA. Request voluntary withdrawal (or Late Voluntary Withdrawal) instead”*.

7.7. In instances where students left the UWI and can no longer gain access to SAS to make requests via ASRS, the Faculty should advise the student of their ineligibility for LOA and that voluntary withdrawal is applicable. A request can be made on behalf of the student by the Faculty for late voluntary withdrawal to be applied to the relevant semester (via email to the Office of the Deputy Principal at deputyprincipal@uwimona.edu.jm).

8. Voluntary Withdrawal

Voluntary Withdrawal before the deadline

8.1. Voluntary Withdrawal (VW) made before the deadline (before the start of mid-semester for the current semester and in advance of future semesters) is approved without penalty.

8.2. VW requests only require Faculty approval. Therefore, the final decision for VW is at the Faculty level which should be indicated by *“Approved”* or *“Denied”*.

8.3. Once the VW is applied to the student’s record, the registration is also removed for the applicable semester. The associated billing for tuition fee is automatically adjusted ([refer to Registration and Billing, Section 2.3](#))

Late Voluntary Withdrawal

8.4. Once the deadline for the current semester has passed students may make a request for LVW **for consideration** which requires Academic Board approval.

8.5. Late Voluntary Withdrawal (LVW) on ASRS facilitates late withdrawal from the current semester and retroactively for up to six (6) semesters preceding the current semester.

8.6. LVW requests **without registration**, whether for the current or previous semester, are approved without penalty.

- 8.7. For LVW requests **with registration**, if at least one of the courses for which the student is registered in the selected semester has grades that course cannot be considered for removal from the record. Therefore, this nullifies the request for voluntary withdrawal from that semester.
- 8.8. Where the student is ineligible for the LVW for the selected semester, the LVW request will be *denied* and a notation placed on it for the student to make *two new requests* as follows:
- 8.8.1. *Late Adjustment to Registration (LAR)* to facilitate the drop of eligible courses from the selected semester. **Please note:** *Once any course removal is approved it will attract the applicable penalty ([refer to Penalty for Dropping of Courses, Section 5.14](#)), and for course(s) that cannot be removed Late Withdrawal (LW) grade becomes applicable ([refer to Section 5.5](#))*
- 8.8.2. A new LVW request with the subsequent semester selected.
- 8.9. For students who left The UWI and are no longer able to access ASRS via SAS, the student or the Faculty (on behalf of the student) may request for late voluntary withdrawal to be applied to the relevant semester (via email to the Office of the Deputy Principal at deputyprincipal@uwimona.edu.jm).

9. Retroactive requests for change of Enrolment Status

- 9.1. Change of enrolment status does not require Academic Board approval unless it is retroactive. It is due to the significant financial implications why Academic Board approval is needed for a retroactive request for change of enrolment status.
- 9.2. Retroactive requests for change of enrolment status eligible for consideration are death of a relative, illness, loss of income/employment, high stress levels, misinformation on the part of The UWI about enrolment status or registration.
- 9.3. Requests are made by students through their Faculty for retroactive change of status from full-time to part-time or vice versa.
- 9.4. Such requests are infrequent and are currently made in writing to the Chair, ABSCUSM (via email to the Office of the Deputy Principal at deputyprincipal@uwimona.edu.jm) to facilitate expediency for final approval.
- 9.5. The Chair, on behalf of ABSCUSM, makes the final decision on these requests which is then communicated to RIS for the updating of students' records.

10. AB Grades

- 10.1. As of academic year 2020-2021 the Office of the Campus Registrar facilitated the application of AB grades to the record of students who would have missed final examinations due to a financial hold.
- 10.2. AB grade indicates absence from the final exam and is utilized in place of a failing grade so that the student's GPA is not negatively impacted. The student remains responsible to clear the associated tuition fee charges and is **not exempt** from being billed in the future when registering for the same course(s).
- 10.3. Requests on ASRS to drop courses from a semester where the reason is due to inability to sit final examinations because of a financial hold will be *denied* since AB grades will already be applicable.
- 10.4. If only the final examination was outstanding, at the discretion of the Faculty, a student may be eligible for Examinations Only for a course for which AB grade was received.

11. Summer School and Summer Term

Summer School

- 11.1. Summer School is optional and therefore not a regular semester. All requests on ASRS that relate to Summer School terminate at the level of the Faculty.
- 11.2. The final decision for late adjustments to registration (to add or drop/remove courses) from Summer School is with Request Handlers within each Faculty that have the final authority of Dean's Approval.
- 11.3. The registration and payment schedules disseminated by the Office of the Campus Registrar for Summer School, which includes the late registration penalty periods, should be used to help guide Faculty decisions ([refer to Semester Deadlines, Section 1.2](#)). Therefore, the application of penalties is at the discretion of the Faculty based on the reason outlined by the student.

Summer Term

- 11.4. Summer Term is a regular semester in some programmes and therefore **not** optional. All requests on ASRS that relate to Summer Term comes to Academic Board for final approval.
- 11.5. The final decision for late adjustments to registration (to add or drop/remove courses) from Summer Term is with Academic Board.
- 11.6. The application of penalties are guided by the late registration penalty periods outlined in the registration and payment deadlines disseminated by the Office of the Campus Registrar for Summer School ([refer to Semester Deadlines, Section 1.2](#)).

Improving the Process

1. ASRS adjustments involve two Departments – Registry Information Systems (RIS) to remove/add courses to the student’s record and Examinations Section to remove/add grades in course files. It is therefore imperative that brief notes indicating the Faculty’s recommendation are added to the request in order to facilitate smooth processing. There are too many instances where additional information crucial to the ABSCUSM decision are provided after the request is closed when there is an outcome that the Faculty or student did not expect or intend. This results in emails being sent between Departments complicating and lengthening administrative processes.
2. In instances where the student does not provide any information or makes an unsupported claim in the reason for the request the Faculty should select “more information needed”. This is to ensure that the student provides enough information to facilitate the processing of their request. The Faculty may make a notation on the request with the additional information provided before approving or alternatively ask the student to cancel that request and make a new one with the relevant information stated in their reason.
3. Recommendations by the Faculty as to whether a penalty should be waived or reduced should be noted on the request. Otherwise, the request will be approved with the applicable penalty.
4. Erroneous, incomplete or duplicated requests should not be approved with “Noted” as it populates the queue for the Academic Board and a thorough review of the student’s records has to be done in order to determine the legitimacy of the request. Deny such requests with a relevant notation to close it. Should the student need to be advised to create a new request, communicate same to the student through the email facility within the request or contact the student, then select “Denied” to close the request.
5. Encourage students to cancel requests they no longer wish to be considered since they remain in the Faculty’s queue and can still be approved by the Faculty. This also creates unnecessary administrative work when such requests receive Academic Board approval and then the Faculty or student engages the process to have it reversed.