

Standard Operating Procedure

SOP Number: F&A-004	Title: Student Melt & Withdrawal Process	Effective Date: 05/01/2025	Page 1 of 5
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REVISION HISTORY		
Date of Revision Approval	Effective Date	Description

Approved by:	
Trevor Garrett, Interim VP Finance & Administration	Date 04/29/2025

1. Purpose

Outline the process for withdrawing and reporting students.

2. Scope and Responsibility

This SOP applies to all students enrolled in degree—or certificate-seeking programs and defines the process for handling both "melts" (students who never attend) and formal withdrawals. It outlines how communication from students or others regarding attendance status is addressed and the roles of various departments in managing these cases.

Registrar - Responsible for reviewing students' attendance and engagement status, receiving communications regarding non-attendance or withdrawals, processing the melt or withdrawal status, and coordinating with relevant offices for necessary follow-up actions.

Admissions - Collaborates with the Program Director to determine whether the student qualifies as a melt. Provides support to the student for re-enrollment, if applicable.

Financial Aid - Adjusts the student's financial aid package in accordance with the melt or withdrawal status and communicates any financial impacts to the student.

Student Accounts - Adjusts the student's tuition charges in alignment with the melt or withdrawal status, processes refunds in accordance with institutional policies, and communicates any financial impacts to the student. Notifies Student Affairs of enrollment in the Student Health Insurance Plan to request revocation of coverage, as needed.

Program Director – Communicate with the student to resolve any issues preventing attendance. Communicates with the Registrar's Office regarding the student's attendance

and engagement status, and works with the Registrar to ensure that the appropriate academic records are updated.

3. Definitions/Acronyms

Melt (Non-matriculation) - A "melt" refers to a new student who has enrolled but never attended or engaged in any of their courses and communicates this status before the add/drop deadline. Students who melt are not considered to have matriculated or started their coursework. As such, they are eligible for a full tuition refund in accordance with the institution's refund policy.

Drop – A "drop" refers to a new or continuing student who attends classes or engages with course material but subsequently drops them before the add/drop deadline.

Withdraw – A "withdraw" refers to a new or continuing student who attends classes or engages with course material and subsequently drops them after the add/drop deadline. Withdrawals after the add/drop deadline are subject to varying tuition refunds and financial aid adjustments based on the institution's policies.

Add/Drop Deadline - The date by which students must finalize their schedule by adding or dropping courses without academic or financial penalty.

Matriculation - The process of formally starting a course or program. This includes attendance, participation, or any engagement in course activities, whether academic or administrative.

Return to Title IV (R2T4) - Return of Title IV refers to the calculation required when a recipient of Title IV aid withdraws from an institution during a payment period/period of enrollment in which the recipient began attendance. The calculation compares the amount of Title IV aid the recipient earned to the amount disbursed and determines whether funds must be returned (www.fsapartners.ed.gov)

4. Procedures

I. Melt Processing

Whoever is the first to become aware of a student's intent to melt (typically the Admissions Department) must formally notify the Program Director and Admissions Department (as needed) so they may collaboratively work together to deem this student as a Melt. Admissions will then notify the Registrar's Office via email or official form submission, including sending a notification to the Add/Drop Listserv, that the student did not attend or engage in any coursework. This communication must occur before the add/drop deadline to be considered a melt.

Registrar's Notification

Upon receiving notification from the Admissions office, Registrar will work with Financial Aid and Student Accounts to process the student as a Melt.

Admissions and Program Director Intervention

The Admissions office, in collaboration with the Program Director, will reach out to the student immediately to confirm their intent to not attend courses and discuss their reasons for non-attendance.

Admissions and/or the Program director will explore all potential options with the student to encourage continuation in the program. This may include offering alternatives such as:

- Reassessing their course load or suggesting a lighter course schedule.
- Identifying if there are personal, academic, or logistical barriers preventing attendance, and discussing potential accommodations.
- Offering enrollment in courses during the next available term if the student needs time to reconsider or address any challenges.

The goal of this intervention is to work with the student to resolve any issues preventing them from attending and, where possible, find a pathway for them to remain enrolled in the institution.

Financial Aid and Student Accounts Review

If the student confirms they will not continue their enrollment, the student's tuition charges and financial aid will be fully refunded.

If the student has enrolled in a Student Health Insurance Plan, Student Accounts will notify Student Affairs to drop coverage, if applicable.

Enrollment Reporting

The Registrar will report the student as "non-matriculated" or "not enrolled" to NSC. This reporting will take place in the regular monthly reporting cycle.

II. Drop Processing

The student or program director must formally notify the Registrar's Office of their intent to drop and the reason for doing so. This communication can occur at any time before the add/drop deadline to avoid academic or financial penalty.

Registrar's Notification

Upon receiving notification from a student or program director about their intent to drop, the Registrar will immediately communicate this status to the Program Director, Admissions, Financial Aid, and Student Accounts offices, and the Add/Drop Listserv.

Admissions and Program Director Intervention

The Admissions office, in collaboration with the Program Director, will contact the student immediately to confirm their intent to drop and discuss their reasons for non-attendance.

Admissions and/or the Program director will explore all potential options with the student to encourage continuation in the program. This may include offering alternatives such as:

- Reassessing their course load or suggesting a lighter course schedule.
- Identifying if there are personal, academic, or logistical barriers preventing continued attendance, and discussing potential accommodations.



- Offering enrollment in courses during the next available term if the student needs time to reconsider or address any challenges.

The goal of this intervention is to work with the student to resolve any issues preventing them from continuing enrollment, where possible, and find a pathway for them to remain enrolled in the institution.

Financial Aid and Student Accounts Review:

If the student drops before the add/drop deadline, the student's tuition charges and financial aid will be fully refunded.

If the student has enrolled in a Student Health Insurance Plan, Student Accounts will notify Student Affairs to drop coverage, if applicable.

Enrollment Reporting

The Registrar will process the drop and update the student's academic record. Dropped students should, typically, not be reported to NSC.

III. Withdrawal processing

The student or program director must formally notify the Registrar's Office of their intent to withdraw and the reason for doing so. When communication occurs after the add/drop deadline, the financial impact may vary depending on the time of withdrawal.

Registrar's Notification

Upon receiving notification from a student or program director about their intent to withdraw, the Registrar will immediately communicate this status to the Program Director, Admissions, Financial Aid, Student Accounts offices, and the Add/Drop Listserv.

Admissions and Program Director Intervention

The Admissions office, in collaboration with the Program Director, will contact the student immediately to confirm their intent to withdraw and discuss their reasons for non-attendance.

Admissions and/or the Program director will explore all potential options with the student to encourage continuation in the program. This may include offering alternatives such as:

- Reassessing their course load or suggesting a lighter course schedule.
- Identifying if there are personal, academic, or logistical barriers preventing continued attendance, and discussing potential accommodations.
- Offering enrollment in courses during the next available term if the student needs time to reconsider or address any challenges.

The goal of this intervention is to work with the student to resolve any issues preventing them from continuing enrollment, where possible, and find a pathway for them to remain enrolled in the institution.

Financial Aid and Student Accounts Review:

In accordance with institutional policy and federal regulations, Financial Aid and Student Accounts will review the student's financial aid package and tuition charges to determine



what adjustments need to be made based on the withdrawal date provided by the Registrar's office and resulting R2T4 (for students who received federal aid).

If the student has enrolled in a Student Health Insurance Plan, Student Accounts will notify Student Affairs to drop coverage, if applicable.

Enrollment Reporting

The Registrar will process the withdrawal and update the student's academic record. The Registrar will report the student as "withdrawn" to NSC, using the withdrawal date that was communicated to Financial Aid. This reporting will take place in the regular monthly reporting cycle.

IV. Special circumstances

If any exceptional circumstances require departing from the above processes or institutional policies, leaders from the Registrars', Financial Aid and student Accounts, Admissions, and Academics Offices will meet to review all documentation and align on the process and reporting of a student's status. Suppose the issue is academic, final approval from the Provost is required. If it is financial, final approval must be obtained from the Vice President of Finance & Administration.

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