

Policy Revision Approval Date: May 20, 2016**Policy Revision Effective Date: July 1, 2016****Procedure Approval Date: August 11, 2016****Procedure Effective Date: September 1, 2016****POLICY STATEMENT**

Learners' university enrollment status is based on course registration. Upon course registration, learners agree to pay tuition and fees to Capella University as stated in university policy *4.03.01 Tuition and Fees*. Learners may not register for more than three concurrent courses. Doctoral learners engaged in the advanced doctoral phase of their program may only register for courses in the comprehensive examination, dissertation, or capstone course sequence, unless specified in the *University Catalog*. Learners are allowed one opportunity to repeat a course they have completed for which they have been assigned a grade.

Learners who wish to cancel their course registration must adhere to the deadlines outlined in the academic calendar. Learners may drop a course during the first 12 calendar days of the course without academic penalty. Learners may withdraw from a course on or after the 13th calendar day of the course through the last day to withdraw from a course, as defined in this policy.

RATIONALE

The purpose of this policy is to provide clear and consistent directions, guidelines, responsibilities, and accountabilities associated with course registration-related activities.

DEFINITIONSAdvanced Doctoral Phase

The advanced doctoral phase begins after a learner has completed all didactic course work and residencies. An advanced doctoral learner's requirements include any remaining courses in the comprehensive examination, dissertation, or doctoral capstone course sequence, and any additional program requirements as published in the *University Catalog*.

Course Census Day

Course census day refers to the 12th calendar day of a course at 11:59 p.m. Central Time.

Course Drop

Course drop refers to learners formally removing themselves from a course roster during the first 12 calendar days of a course. A course drop applies to one course at a time and does not assume withdrawal from the university. A course drop should not be confused with a leave of absence, which refers to a learner taking leave from the university and all associated courses for a specific period of time. A course drop is not reflected on the learner's official transcript. Advanced doctoral learners should refer to the Capella University *Doctoral Manual* for details pertaining to their programs.

Course Withdrawal

Course withdrawal refers to learners formally removing themselves from a course roster after the 12th calendar day of the course and before the deadline to withdraw from a course expires. A course withdrawal applies to one course at a time and does not assume withdrawal from the university. A course withdrawal is reflected on the learner's official transcript and is included in attempted credits when monitoring financial aid satisfactory academic progress, as described in university policy *3.01.05 Financial Aid Satisfactory Academic Progress*, and is further detailed in the Capella University *Doctoral Manual*.

Initial Course Participation

Initial course participation refers to the submission of grade-eligible courseroom activities before the end of course census day.

Last Day to Withdraw from a Course

Learners may not withdraw from a course after 11:59 p.m. Central Time on the 50th calendar day of a 10-week course, after 11:59 p.m. Central Time on the 30th calendar day of a six-week course, after 11:59 p.m. Central Time on the 25th calendar day of a five-week course, or after 11:59 p.m. Central Time on the 15th calendar day of a three-week course. Learners may not withdraw from a FlexPath course after 11:59 p.m. Central Time on the 61st calendar day of the course. Last dates for course withdrawals will be designated as needed for terms of other lengths.

Ongoing Course Participation

Ongoing course participation refers to the submission and completion of grade-eligible courseroom activities throughout the duration of the course.

School's Designee

A school's designee is an individual designated by the dean to act on the school's behalf. The designee must be in a leadership position equivalent to or above a faculty chair.

PROCEDURES

- I. Registration for All Learners
 - A. Learners register for courses, including residencies, using Campus's online course registration process. Some courses require a more specific registration process, as follows:
 1. Preregistration/auto-registration
 - a. Learners work with appropriate Capella University staff to create an academic plan. During this process, learners may consent to be preregistered for their courses.
 - b. Once learners have been registered for their courses, they will be sent an automated email confirming their registration has been completed.
 2. Special Topics, Practicum, and Internship Registrations
 - a. Special topics course registration requires the consent of the appropriate school and may require a written course learning plan. Learners must submit their

- request for the special topics course through Academic Advising for school review.
- b. Special topics courses may be repeated for credit with a different topic at the school's discretion.
 - c. Practicum and internship registrations require the consent of the appropriate school and may require a written course learning plan or application. Learners must submit their request for practicum and internship registrations through Academic Advising for school review.
- B. Upon course registration, learners agree to pay tuition and fees to Capella University as stated in university policy *4.03.01 Tuition and Fees*.
 - C. Learners should refer to the current academic calendar available on Campus for course registration dates and deadlines.
- II. Concurrent Course Registration for Comprehensive Examination and Dissertation Learners
- A. Doctoral learners registered for comprehensive examination and dissertation courses may only be registered for courses in the comprehensive examination and dissertation course sequence.
 - B. Doctoral learners registered for courses outside of the comprehensive examination and dissertation course sequence, with the exception of practica and internships, will be dropped from their other courses by school administrative staff. Learners will be informed of the administrative course drop via email.
 - C. Doctoral learners may request an exception from their school allowing them to take a course outside of the comprehensive examination and dissertation course sequence.
- III. Repeating Courses for All Learners
- A. Learners are allowed one opportunity to repeat a course they have completed and for which they have been assigned a grade.
 - B. Courses from which learners withdraw and for which they receive a Withdrawal ("W") grade on their transcript are not considered completed courses; therefore, the single repeat restriction does not apply.
 - C. In exceptional circumstances, learners who wish to repeat a course more than once may request an exception to this policy. Learners must obtain written approval for the exception from the school dean or designee prior to course registration.
 - D. When a course is repeated, the grade considered for credit and grade point average (GPA) calculations will be the highest grade earned.
 1. Each attempt at the course appears on the transcript, and all attempts are used to evaluate the learner's completion percentage for evaluation of financial aid satisfactory academic progress (FASAP).
 2. Only one course attempt is included in the GPA calculation.
 - E. For a course to be considered a repeat of a previous course, the learner must complete the same course, as defined by the title and course number. If a new course has been designated by the school as the original course's equivalent, it will be considered an identical course for purposes of this policy. If a course is retired, it will no longer be possible to repeat the course.

- F. The school may approve course substitutions in lieu of repeating a course to fulfill graduation requirements for the content area, but the credit and GPA calculations for both courses are included in the cumulative statistics.
- G. Special topics courses may not be repeated.
- H. Dissertation courses will not be subject to repeat course procedures.

IV. Course Drop or Withdrawal

	Course Drop Period	Course Withdrawal Period
3-week course session	0–12 calendar days	13–15 calendar days
5-week course session	0–12 calendar days	13–25 calendar days
6-week course session	0–12 calendar days	13–30 calendar days
10-week course session	0–12 calendar days	13–50 calendar days
12-week FlexPath session	0–12 calendar days	13–61 calendar days

- A. Learners canceling, dropping, or withdrawing from their course(s) are encouraged to refer to university policy *4.03.02 Tuition and Fee Refunds* to determine the financial implications of their actions.
- B. Advanced Doctoral Learners
Advanced doctoral learners should refer to the Capella University *Doctoral Manual* for details pertaining to their programs.
- C. Course Drop
 1. Learners may drop a course during the first 12 calendar days of the course or FlexPath session without academic penalty. A course drop during this time does not appear on the learner’s transcript and does not affect grade point average (GPA).
 2. Learners may be financially impacted should they drop a course after the first five calendar days of the course. FlexPath learners may be financially impacted should they drop a course after the start of the FlexPath session. Learners are responsible for fully understanding the financial implications of a course drop. Learners should refer to university policy *4.03.02 Tuition and Fee Refunds* to determine the financial implications of a course drop.
 3. Learners who receive financial aid should discuss the potential financial implications of a course drop, including the return of financial aid funds, with a financial aid counselor.
 4. To drop a course, learners must contact a designated Enrollment Services representative, Academic Advising representative, or FlexPath coach or complete and submit an online course drop request via the course drop functionality in Campus’s Student Center.

- a. Learners are responsible for clearly expressing their intention to drop a course by using language that indicates that intention through a specific request for institutional action. Course drop requests must include:
 - i. Learner name and verifiable contact information
 - ii. Course number and title
 - iii. Quarter or session/term/year
 - b. Learners may not use any other means to officially express their intention to drop a course, including verbal or written communication with faculty, discussion posts, or social media platforms.
5. Learners receive confirmation that the course drop request has been processed via Campus's Student Center or email. Learners are responsible for checking their course registration status in Campus's Student Center.
 6. Learners who drop a course after the open course registration deadline will not be able to reverse the course drop.
- D. Course Withdrawal
1. Learners may withdraw from a course from the 13th calendar day of the course through the official last day to withdraw.
 2. Learners may be financially impacted should they withdraw from a course. Learners are responsible for fully understanding the financial implications of a course withdrawal. Learners should refer to university policy *4.03.02 Tuition and Fee Refunds* to determine the financial implications of a course withdrawal.
 3. Learners who receive financial aid should discuss the potential financial implications of a course withdrawal, including the return of financial aid funds, with a financial aid counselor.
 4. To withdraw from a course, learners must contact a designated Enrollment Services representative, Academic Advising representative, or FlexPath coach or complete and submit an online course withdrawal request via the course withdrawal functionality in Campus's Student Center.
 - a. Learners are responsible for clearly expressing their intention to withdraw from a course by using language that indicates that intention through a specific request for institutional action. Course withdrawal requests must include:
 - i. Learner name and verifiable contact information
 - ii. Course number and title
 - iii. Quarter or session/term/year
 - b. Learners may not use any other means to officially express their intention to withdraw from a course, including verbal or written communication with faculty, discussion posts, or social media platforms.
 5. Learners receive confirmation of receipt of the course withdrawal request via Campus's Student Center or email. Learners are responsible for checking their course registration status in Campus's Student Center.
 6. Learners who withdraw from a course after the course registration deadline will not be able to reverse the withdrawal.
 7. The following consequences apply to a learner who withdraws from a course from the 13th calendar day of the course through the last day to withdraw:
 - a. The learner receives a Withdrawal ("W") grade for the course.
 - b. The grade of "W" appears on the learner's transcript.

- c. The grade of “W” does not affect GPA, but course credits are included in attempted credits when monitoring financial aid satisfactory academic progress, as described in university policy *3.01.05 Financial Aid Satisfactory Academic Progress*.
- 8. Once the course has been in session past the official last day to withdraw from the course, this option is no longer available to learners. Should unforeseen extenuating circumstances arise after the deadline to withdraw from a course has passed, learners may refer to section V of this policy for recourse.

V. Late Course Withdrawal

- A. If unforeseen extenuating circumstances require learners to withdraw from their course(s) following the official last day to withdraw, learners may petition for a late course withdrawal to receive a Withdrawal (“W”) grade on their academic record for the course(s) by providing proper documentation of the circumstance. Such requests must be submitted prior to the end of the course. If the extenuating circumstance does not allow the learner to submit the request by the deadline, third-party documentation demonstrating this fact must be provided.
- B. Learners are encouraged to discuss the situation with their instructor to determine, given the circumstances of the need for late course withdrawal, if a course withdrawal or an Incomplete (“I”) grade request best suits the situation. In instances when “I” grades are requested and approved, learners have no longer than the last day of the 10-week course of the next academic quarter (or sooner, if so noted by the instructor) to complete their course work in compliance with university policy *3.04.08 Incomplete Grades*. FlexPath learners must contact their FlexPath coach to review available options.
- C. If it is determined that the learner needs to request a late course withdrawal, the learner should contact Academic Advising to initiate the request.
- D. Learners who receive financial aid should discuss the potential financial implications of a late course withdrawal, including the return of financial aid funds, with a financial aid counselor.
- E. Extenuating circumstances may include but are not limited to the death of a family member, job-required relocation, or severe physical injury or illness. Documentation of the circumstance must be provided by parties other than the learner; for example, a death certificate, a letter from the learner’s supervisor, or a letter from the learner’s physician must accompany the request.
- F. To be considered for a late course withdrawal accommodation, learners must be able to demonstrate ongoing participation in the course(s) in question up to the time of their documented extenuating circumstance. The case is determined based on the documentation/evidence supplied by the learner.
- G. The school’s designee will review and approve or deny the request. The decision and rationale will be forwarded to the Learner Services and Operations department for validation.
- H. Academic Advising will contact learners to notify them of the denial decision. The Learner Services and Operations department will email learners to notify them of the approval decision, copying their instructors and advisors.

- I. Military learners called to active duty should refer to university policy *2.02.08 Leave of Absence*.
- J. University policy *4.03.02 Tuition and Fee Refunds* remains in effect and does not provide any financial accommodation for late course withdrawals.
- K. No grades can be changed to a “W” for any previous terms.

VI. Appealing a Denied Late Course Withdrawal

- A. To request an appeal of a late course withdrawal denial decision, learners must contact Academic Advising and provide the appropriate academic rationale.
- B. Academic Advising will forward the appeal request to the learner’s school, where it will be referred to the dean or dean’s designee.
- C. Within 14 calendar days of receiving the appeal request, the dean or dean’s designee will review the request and issue a decision.
- D. The decision of the dean or dean’s designee is final.
- E. The decision and academic rationale will be forwarded to the Learner Services and Operations department for validation.
- F. In cases of a denial decision, Academic Advising will contact the learner to notify him or her of the appeal denial decision. The Learner Services and Operations department will also contact the learner via email to notify him or her of either an appeal approval or denial decision, copying the learner’s instructors and advisors.

VII. Additional Credit-Based (GuidedPath) Course Registration Procedures

- A. Course Load
 - 1. Learners may not register for more than three concurrent courses.
 - 2. Non-credit-bearing residency registration will not be included in a learner’s course load.
- B. Course Repeat Financial Aid Implications
 - 1. For learners in credit-based (GuidedPath) programs, financial aid may be used to cover the cost of the first repeat of a course for which the learner received either a passing or failing grade. Learners approved to repeat a course beyond this may not use financial aid to cover the cost of the additional course repeats.
 - 2. Repeat course credits ineligible for financial aid are not included in course load calculations for financial aid purposes.
- C. Enrollment Status Based on Course Registration
 - 1. Undergraduate Learners
 - a. Undergraduate learners registered for 12 or more credits of Capella courses each quarter are considered to be enrolled on a full-time basis.
 - b. Undergraduate learners registered for six or more but fewer than 12 credits of Capella courses each quarter are considered to be enrolled on a half-time basis.
 - 2. Graduate Learners
 - a. Graduate learners registered in six or more credits of Capella courses each quarter are considered to be enrolled on a full-time basis.
 - b. Graduate learners registered in three or more but fewer than six credits of Capella courses each quarter are considered to be enrolled on a half-time basis.
 - c. Doctoral learners registered in comprehensive examination and dissertation courses are certified as full time.

D. Late Course Registration

1. Learners must request and receive permission from the appropriate school to register for a course between the end of open course registration and the eighth calendar day of the course.
2. Late Course Registration Process
 - a. Learners may request permission to register for a course between the end of open course registration and the eighth calendar day of the course by contacting Academic Advising.
 - b. The request is reviewed by the Learner Services and Operations department and the school in which the learner requests the late course registration.
 - c. If approved, Capella registers the learner for the course, and the learner receives a course registration confirmation via email.

E. Credit-Based (GuidedPath) Course Participation

1. Initial Course Participation
 - a. Learners who submit a grade-eligible courseroom activity before the end of course census day have satisfied the requirement for initial course participation.
 - b. Learners who have satisfied the requirement for initial course participation agree to pay the applicable course tuition.
 - c. Learners who have satisfied the requirement for initial course participation but who wish to drop or withdraw from the course may initiate a request pursuant to section IV of this policy. Learners who have satisfied the requirement for initial course participation and who drop or withdraw from the course will be held to the refund schedule described in university policy *4.03.02 Tuition and Fee Refunds*.
 - d. Learners who do not satisfy the requirement for initial course participation will be dropped from the course.
 - e. A course drop due to failing to meet the requirement for initial course participation is not noted on the learner's transcript and does not affect the learner's grade point average (GPA).
 - f. Learners who are dropped from a course for failing to satisfy the requirement for initial course participation will be refunded 100 percent of the course tuition.
 - g. Learners who are dropped from a course for failing to satisfy the requirement for initial course participation may request a late course registration pursuant to section VII.D of this policy. If the request is approved, the learner will be charged the applicable tuition and fees.
 - h. Learners who request a course drop or withdrawal as described in section IV of this policy and who have not satisfied the requirement for initial course participation will be refunded 100 percent of the course tuition.
 - i. Learners registered in non-credit-bearing residencies, practica, internships, or laboratory or dissertation courses will not be dropped from their course(s) for failing to satisfy the requirement for initial course participation, but they will be subject to any financial aid award disbursement participation requirements.
2. Ongoing Course Participation
 - a. Learners who continuously submit and complete grade-eligible courseroom activities are satisfying the requirement for ongoing course participation.

Learners must continuously participate in their courses to successfully complete the course.

- b. Learners who do not participate in a course for 14 or more consecutive days are not satisfying the requirement for ongoing course participation.
- c. Learners who do not satisfy the requirement for ongoing course participation will be notified by email.
- d. Within 14 calendar days of receiving notification that they are not satisfying the requirement for ongoing course participation, the learner must resume participation in the course.
- e. Learners who do not resume participation in the course will be withdrawn administratively from the course and will be held to the refund schedule described in university policy *4.03.02 Tuition and Fee Refunds*.
- f. If the learner is administratively withdrawn from the course during the acceptable course withdrawal period, the learner will receive a grade of “W” for the course. If the learner is administratively withdrawn from the course after the acceptable course withdrawal period, the learner will receive a grade of “F” for the course. The grade will be noted on the learner’s transcript and will affect the learner’s GPA.
- g. Learners registered in practica, internships, field experiences, or residencies; or comprehensive examination, dissertation, or directed study courses will not be administratively withdrawn from their course(s) for failing to satisfy the requirement for ongoing course participation, but they will be subject to any financial aid award disbursement participation requirements.

VIII. Additional FlexPath Course Registration Procedures

A. Auto-Registration

FlexPath learners must contact their FlexPath coach to make changes to their auto-registration plan or to request manual registration in a course.

B. Course Load

FlexPath learners may not be registered in more than two concurrent courses.

C. Repeating Courses

For FlexPath learners, financial aid may be used to cover the cost of the first repeat of a course a learner has failed. Financial aid is not available to cover the cost of repeated courses for which the learner received a passing evaluation.

D. Enrollment Status

FlexPath learners who are registered in a course or courses are considered to be enrolled on a full-time basis.

E. FlexPath Participation

1. FlexPath Initial Course Participation

- a. Learners who submit a personal course completion plan (PCCP) before the end of course census day have satisfied the requirement for FlexPath initial course participation.
- b. Learners who have satisfied the requirement for FlexPath initial course participation and who drop or withdraw from the course will be held to the refund schedule described in university policy *4.03.02 Tuition and Fee Refunds*.

- c. Learners who do not satisfy the requirement for FlexPath initial course participation will be dropped from the course.
 - d. A course drop due to failing to meet the requirement for FlexPath initial course participation is not noted on the learner’s transcript and does not affect the learner’s grade point average (GPA).
2. FlexPath Engagement
- a. Learners who regularly submit and complete predetermined FlexPath activities are satisfying the requirement for FlexPath engagement. Learners must regularly satisfy engagement requirements to successfully complete a FlexPath course.
 - b. Learners who do not complete predetermined FlexPath activities for 14 or more consecutive days are not satisfying the requirement for FlexPath engagement and will be notified by email.
 - c. Learners who do not satisfy the FlexPath engagement requirement for 21 or more consecutive days will be contacted by their FlexPath coach to discuss the consequences of non-engagement.
 - d. Learners who do not resume engagement in their FlexPath course within 28 days will be withdrawn administratively from the course and may be responsible for tuition and fees as described in university policy *4.03.02 Tuition and Fee Refunds*.
 - e. Learners who are withdrawn administratively from a course for failing to meet the FlexPath engagement requirement will receive a competency evaluation of “Non-Performance” for the course. The competency evaluation will be noted on the learner’s transcript.

POLICY OWNERS

Academic Owner: Chief Academic Officer

Operations Owner: Learner Services and Operations

RELATED DOCUMENTS

University policy 2.02.08 Leave of Absence

University policy 4.03.01 Tuition and Fees

University policy 4.03.02 Tuition and Fee Refunds

Late Course Registration form—Campus

REVISION HISTORY

Original Policy Approval Date: February 19, 2007

Revision Dates: 7-1-06; 1-11-07; 5-22-08; 12-29-09; 11-19-12; 6-6-13; 3-23-14; 12-1-14; 7-2-15; 4-28-16; 5-20-16; 8-11-16

Administrative edits as result of ongoing review: 5-27-09; 2-17-10; 7-15-10; 10-28-10; 12-20-10; 4-1-11; 7-1-11; 1-18-12; 4-17-12; 8-6-12; 2-1-13; 2-11-14; 4-15-15; 7-8-15; 11-12-15; 11-1-16; 12-14-16