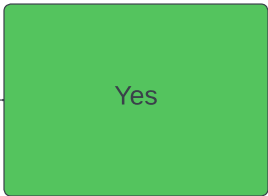


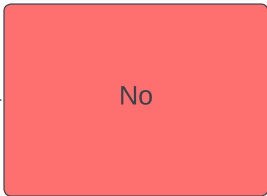
Caller: Student/Parent



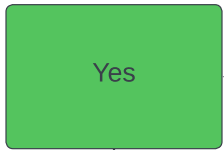
Action: Inform student they are now in the withdraw period and will receive a W on their transcript.
Offer to connect them to their UVU CE Academic Advisor.



Look up Drop Deadlines.
Has the deadline passed to drop the class?



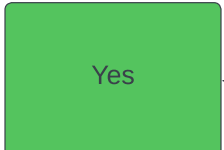
If student would like to petition, they may do so. See Peititon Flow Chart for the process.



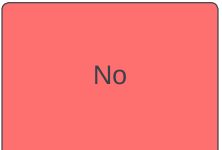
Are you taking more than one class?



Action: Send an email to the students EC. Include:
- UVU ID
- Name
- CRN and name of class being dropped
- student phone number/email



Are you dropping all your classes?



Action: Send an email to the students EC. Include:
- UVU ID
- Name
- CRN and name of class(es) being dropped
- student phone number/email

Student can follow registration tutorial to reverse the registration to drop/withdraw.

Action: Inform student they can drop the class from their MyUVU Portal. If they need assistance, contact service desk at 801-863-8888

Make sure student knows the class will be either dropped, or Withdrawn (W on the transcript) Let EC know they know in the email.