JACKSONVILLE STATE UNIVERSITY
Medical/Compassionate Withdrawal Policy

PURPOSE

To provide financial relief to JSU students who withdraw from an academic term due to medical reasons or extraordinary personal reasons beyond the student’s control.

A student may request and be considered for a Medical Withdrawal when extraordinary circumstances, such as a serious illness or severe injury, prevent the student from continuing classes. This covers both physical and mental health difficulties.

A student may request and be considered for a Compassionate Withdrawal when extraordinary personal reasons not related to the student’s personal physical or mental health (e.g. care of a seriously-ill child or spouse, or a death in the student’s immediate family), prevent the student from continuing classes.

POLICY

Medical or compassionate withdrawals will be considered for the current or immediate preceding semester only.

A registered JSU student may withdraw and have their entire tuition removed from their student account. To qualify for this reduction of charges, a student must request a medical or compassionate withdrawal through the Vice President for Student Affairs (VPSA).

To evaluate a student’s request for medical withdrawal, the following information must be provided:

1. Letter of explanation from the student that includes
   a. date of onset of illness or injury
   b. last date of class attendance

2. Supporting documentation from the student’s medical care provider that includes
   a. dates under professional care
   b. general nature of the student’s medical condition and why or how it prevented the student’s completion of coursework
   c. date of anticipated return to school
   d. anticipated reasonable accommodations upon return to school
To evaluate a student’s request for a compassionate withdrawal, the following must be provided:

1. Letter of explanation from the student that includes
   a. situation that prompted the withdrawal request
   b. impact of the situation on the student’s coursework

2. Supporting documentation from objective, credible and verifiable sources, for example:
   a. letters from caregivers, medical care providers, and/or professionals familiar with the circumstances
   b. copies of police reports
   c. copies of airplane/bus tickets
   d. letters from a funeral home and/or copies of death certificates

The Vice President for Student Affairs reserves the right to request additional supporting documentation and/or to verify the documentation submitted by contacting the individual sources.

After evaluation of the documentation submitted, the VPSA will determine if the circumstances warrant a withdrawal. The impact of any financial aid the student may have received will be considered prior to the decision to medically withdraw the student. If a medical withdrawal is processed and the charges on the student’s account are removed, the student may be left owing the amount of any financial aid refund the student received. This could result in a financial burden as well. Therefore, approved withdrawals will be forwarded to the Office of Student Accounts and Office of Student Financial Services for review to determine the financial implications of the withdrawal. Another consideration would be the student’s insurance. If the student withdraws, it may disqualify them from coverage under their parents’ policy. In either of these cases, it may be in the student’s best interest to request an incomplete in the coursework rather than a withdrawal. An incomplete would not result in an adjustment of charges. However, a pro-rata adjustment of housing charges may still be warranted.

The Office of Student Accounts will return the withdrawal to the VPSA. If the review by the Offices of Student Accounts and Student Financial Services show that a student will not owe a balance, the medical/compassionate withdrawal request will be forwarded to the Registrar to officially withdraw the student. If the review by the Offices of Student Accounts and Student Financial Services show that a student will owe a balance, the student will be notified of the amount due. Once the balance has been paid, the medical/compassionate withdrawal will be
forwarded to the Registrar to officially withdraw the student. Students must clear the balance in
the current semester or the following semester. Once this has occurred, the Registrar will forward
the medical/compassionate withdrawal to the Office of Student Accounts to adjust the student’s
charges. Money received from financial aid and/or scholarship programs will be recovered as
required. The Office of Student Accounts will coordinate any food service refunds with the
current food service provider. A pro-rate adjustment of housing charges will be processed upon
vacation of the student’s university provided housing, if applicable.

Once the approved medical/compassionate withdrawal has been processed, it will be forwarded
to the Office of the VPSA. A written notice will be sent to the student.

Medical and Compassionate Withdrawal requests and supporting documents are retained and
filed separately from the student’s other records.

The VPSA’s decision is final.

**RESPONSIBILITY**
The Vice President for Student Affairs is responsible for this policy.

**EVALUATION**
This policy will be evaluated in a biennial basis.