



OTERO COLLEGE PROCESS

OCP 0-8: Late Drops and Withdraws

OCP REFERENCE NUMBER:

OCP 0-8

REVISED/REVIEWED ON:

July 10, 2025

EFFECTIVE:

July 2017

APPLICATION:

This process applies to all students at Otero College seeking a late withdrawal or drop after published deadlines due to either:

- Extraordinary, extenuating circumstances beyond the student's control.
- Institutional error by Otero College staff/faculty.

BASIS:

To ensure that students who experience serious, documentable personal emergencies or institutional administrative errors have a fair opportunity to request academic record changes that support their academic and financial well-being. All appeals are reviewed for legitimacy, documentation, and timeliness.

DEFINITIONS:

Late Drop/Withdrawal:

A removal of a course from a student's record after the published deadline for standard drops/withdrawals.

Institutional Error:

An error by Otero College staff or faculty during registration, enrollment, course drop, or withdrawal that adversely impacts a student's record and was unknown to the student prior to the official deadlines.

Extraordinary Circumstance:

A major, unforeseeable, and documentable life event or emergency outside the student's control (e.g., medical crisis, death in family, change in employment).



Medical Emergency: A severe medical illness or serious injury that involves either the student, an immediate family member (spouse, children, dependent, and parents), or a person with which the student has a significant relationship (must provide an explanation of the significant relationship).

Death: A death involving a family member (spouse, children, dependent, and parents) or a person with which the student has a significant relationship (must provide an explanation of the significant relationship).

Employment Change: A mandatory change to your work schedule that was beyond your control. Accepting a new job or promotion is not a valid reason to appeal and appeals for this reason will be denied.

Census Date:

The official last day to drop a course without academic or financial penalty.

PROCEDURE:

Part A: Late Drop/Withdrawal Due to Extraordinary Circumstances

1. Eligibility Criteria

- The circumstance must have occurred after the drop/withdraw deadline.
- The situation must have caused missed classes or work.
- The situation must be an event beyond the student's control (e.g., serious illness, death, involuntary work change).
- Repeated appeals for the same reason or circumstance may not be considered.
- The appeal must be submitted no later than 2 weeks after the end of the semester.

2. Initiate the Appeal

- Student meets with an academic advisor.
- Student completes the **Late Withdrawal/Drop Appeal form** and includes:
 - Typed personal statement (one page max) that explains the extraordinary circumstances and the timeline of events.
 - All relevant documentation (e.g., doctor's note, death certificate, employer letter).
 - Signatures from Financial Aid or VA Office if applicable

3. Submit Completed Form

- The student submits the complete form to Otero's Registrar.

4. Appeals Committee Review and Decision

- The Appeals Committee, which includes representatives from the Business Office, the Registrar, and the Director of Financial Aid, review the appeal.
- The Controller documents the decision and signs the appeal form.

5. Notification and Processing

- If approved:
 - The Registrar drops the course.
 - Tuition/fee charges are removed.
 - The Registrar notifies the student's advisor and the student by email within 30 calendar days of the decision.
- If denied:
 - The Controller returns the request the Otero student via student email with no changes made to enrollment within 30 calendar days of the decision.
 - The student can appeal and email their documentation to the Dean of Students. A notification will be sent via student email within 30 calendar days. The Dean's decision is final.

6. Documentation Retention

- All documentation is retained in accordance with institutional policy.

Part B: Late Drop/Withdrawal Due to Institutional Error

1. Eligibility Criteria

- The student was affected by an institutional error made by an Otero employee. The student was not aware of the error until after drop/withdraw deadlines.

2. Initiate the Appeal

Otero employee completes the **Late Drop/Withdraw for Institutional Error form**, including:

- Student's name, S#, address, contact info, term/year, and course(s) affected.
- A signed written or emailed statement from the student confirming the error was outside of their control and unknown prior to the drop/withdraw deadline. The student's signature is not required for instructor-initiated non-attendance or canceled courses.
- The nature of the institutional error.
- Employee signature and date.
- Supporting documentation.

3. Submit Completed Form

The Otero employee submits the complete form to Otero's Registrar and the Controller via email.



4. Controller Review and Decision

- The Appeals Committee, which includes representatives from the Business Office, the Registrar, and the Director of Financial Aid, review the appeal.
- The Controller documents the decision and signs the appeal form.

5. Notification and Processing

- If approved:
 - The Registrar drops the course.
 - Tuition/fee charges are removed.
 - The Registrar notifies the student's advisor and the student by email within 30 calendar days of the decision.
- If denied:
 - The Controller returns the request to the employee who submitted the form with no changes made to enrollment within 30 calendar days of the decision.

6. Documentation Retention

- All documentation is retained in accordance with institutional policy.

REVISING THIS PROCEDURE:

Otero College reserves the right to change any provision or requirement of this procedure at any time and the change shall become effective immediately.