THE STUDENT EXPERIENCE:

ONLINE APPLICATION FOR COURSE WITHDRAWAL

Information for Staff Describing the Experience of Students Applying for Course Withdrawal

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**DOCUMENT CONTROL**

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<table>
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<th>Date</th>
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**Note:** Information and screen shots contained within this documentation are accurate as at the date of publication and subject to change.
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1. **INTRODUCTION**

This documentation is designed to assist staff in understanding what students experience when they view information and perform transactions through the ISIS student interface within the Student Portal.

In particular, this documentation describes the coursework student experience of using ISIS to apply for course withdrawal.

This documentation does not cover:

- the RHD student experience of using ISIS to apply for course withdrawal. Details of the RHD student experience are documented in The Student Experience: Online Application for RHD Candidature Variation, to be published on the ISIS website.
- any processes that occur following application submission, such as application assessment and processing. Details of all processes that occur following application submission are available in the **Student Course Withdrawal** section of the Enrolments and Completions User Guide (for coursework students), and in the **Candidature Variations** section of the Research Higher Degree User Guide (for RHD students). Both User Guides are published in ISIS User Assistance (the online help feature in ISIS).

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1.1 **Process Overview**

The following diagram provides an overview of the end-to-end process for course withdrawal.

1. Student logs in to the Student Portal and navigates to the Admin Online section of the Admin tab.
2. Student selects the Course Withdrawal application.
3. Student completes and submits an application. (See Section 2 for full details)
4. Staff process the application (assess application and record outcome) and course withdrawal in ISIS.
5. Staff communicate application outcome to student.
1.2 General Information About All ISIS Functions for Students

- The following points are common to all ISIS functions for students, including the course withdrawal application.
- Current students access ISIS functions via their Student Portal.
- When a student accesses an ISIS function, they will first see general instructions and links to relevant information, such as policy and process information, relevant forms, FAQs, student help videos, etc.
- Instructions for completing specific fields are provided close to that field or via hover help (information that displays when you hover a mouse over a field or other element).
- The ISIS Student Help telephone number is displayed at the bottom of screen for every ISIS function.
- An * (asterisk) means a field is mandatory.
- Some ISIS functions are designed to be completed in essentially one stage only, whereby the student is presented with all fields to complete, the student completes these fields and clicks ‘submit’, and the system performs some checks. Other ISIS functions are designed to be completed in multiple stages, whereby the student is presented with some fields to complete, the student completes these fields and clicks ‘continue’, and then the system performs some checks on the information provided and displays further fields as required.
2. COURSE WITHDRAWAL (COURSEWORK STUDENTS)

2.1 Introduction and Summary

This online application enables coursework students to apply to withdraw from their course.

The following diagram provides an overview of the steps involved in submitting a course withdrawal application, under normal circumstances, from the point where the student has accessed the online application function.
2.2 Standard Process

**Note:** Information and screen shots contained within this documentation are accurate as at the date of publication and subject to change.

1. Student navigates to the **Apply for Course Withdrawal** function on the **Admin Online** screen.

   ![Image of Admin Online screen](image)

   The Apply for Course Withdrawal function displays.

2. Student clicks on the **New course withdrawal application** button.

   ![Image of Admin Online screen](image)

   The specific function displays.
3. Student reads the instructions at the top of the function.

![Application for Course Withdrawal]

3. Student reads the instructions at the top of the function.

4. The form displays the student’s course. The student completes the mandatory fields (marked with an asterisk *).

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reason for withdrawal</td>
<td>Mandatory. Some of the options include Academic failure, Dissatisfied with course, Domestic problems, Employment opportunity, etc.</td>
</tr>
<tr>
<td>Notes</td>
<td>Optional. Any notes the student wishes to provide.</td>
</tr>
<tr>
<td>Proposed date of withdrawal</td>
<td>Mandatory. The date specified by the student as the date they propose to withdraw.</td>
</tr>
<tr>
<td>Additional information</td>
<td>Optional. Any additional information the student wishes to provide.</td>
</tr>
</tbody>
</table>

![Course Withdrawal Form]

4. The form displays the student’s course. The student completes the mandatory fields (marked with an asterisk *).
5. The student clicks the **Continue** button at the bottom of the screen to continue with the application and proceed to submission.

```
Submission may take a few moments. Do not hit the "submit" button again.
```

- **Continue**
- **Cancel Application**

A summary of the student’s application displays.

6. The student is asked to review the summary to confirm that the information is correct, and review the declaration. They then click the **Submit** button to submit their application, click the **Back** button to correct any information, or click the **Cancel Application** button to abandon the application. A warning also displays near this button.

```
Application for Course Withdrawal
Please confirm the following information is correct
```

If you wish to alter any details in this application prior to submission, please select the "Back" button below.

**ONCE YOU HAVE SELECTED TO SUBMIT THIS APPLICATION, PLEASE DO NOT SELECT SUBMIT AGAIN, PLEASE DO NOT TAKE ANY FURTHER ACTION UNTIL THE APPLICATION LODGMENT SCREEN APPEARS.**

**DECLARATION:** I understand that once approval is granted to withdraw, I will not be able to resume the course or PhD candidature at a later date unless I submit a new application.

Submission may take a few moments. Do not hit the "submit" button again.

- **Submit**
- **Back**
- **Cancel Application**

When the student clicks **Submit**, the system performs a number of checks to confirm the application is complete and meets any rules.

7. Assuming the system checks are passed, the confirmation screen displays and a reference number is provided.

```
Application for Course Withdrawal

Your course withdrawal application has been lodged. Your reference number for this lodgement is 20327.

If you have any enquiries about your application please contact your Student Centre.
```

Submission may take a few moments. Do not hit the "submit" button again.

- **View Application Summary**
- **View Submitted Form**

```
Take 2 minutes to help us improve your Portal functions and you could win an 8GB iPod Touch

Do you need help? Call the student help desk on 8344 0999
```

8. From the confirmation screen, students can view a summary of the applications they have made and track the status of these (**View Application Summary** button) or view the specific application they have just submitted (**View Submitted Form** button).
2.3 System Rules for this Function

When the student is completing the form fields and submitting the form, the following system rules apply:

- The form can be used by all student cohorts in all student courses.
- Mandatory fields must be completed in order to submit an application.