

SOUTHERN UNIVERSITY AT SHREVEPORT

Office of the Records and Registration

Frequently Asked Questions (FAQs)

Cancellation and Withdrawals

1. **I'm officially enrolled, but unable to attend classes this semester. What do I do?**

In order to drop all classes for any given semester, students must complete the Request to Officially Withdraw from the University. To initiate this process, please follow the steps outlined below.

1. View the academic calendar to view the deadline to withdraw from the university.
2. Visit <https://www.susla.edu/page/registrar-forms>.
3. Click on *Student Initiated Forms*
4. Click on *Request to Officially Withdraw from the University*
5. Enter your account login credentials
6. Complete the dynamic (electronic) form as required.
7. Monitor your SUS email account for status updates.
8. Once processed, official withdrawals, submitted after the official census date, result in a "W" grade for each course displayed on your academic transcript. If the request is submitted before the official census date, all classes and charges will be removed from your account.

Should you encounter difficulty, email your name, ID number and a description of the issue to the Registrar's Office at registraroffice@susla.edu.

2. **I have not registered but I keep receiving bills. What do I do?**

Please contact the Student Accounts Office to inquire about the bill. The office number is 318-670-9319 or email bursar@susla.edu. Please include your name and ID number in your communication.

3. **I've been attending classes and have an emergency that will prevent me from completing the semester. What do I do?**

1. A student who finds it necessary to withdraw from the University should begin the process by completing the *Request to Officially Withdraw from the University*. Please note the deadline date is listed in the Academic Calendar. A student is not officially withdrawn from the University until the request is approved by all departments listed on the withdrawal form and processed by the Registrar's Office.
2. If the need to withdraw is due to extenuating circumstances beyond the student's control, the student may request an Incomplete ("I") grade from each instructor by submitting the *Request for an Incomplete ("I") Grade*, located under Student Initiated Forms on the Registrar's Office Forms webpage.

The grade of "I" (incomplete) is given only when the student's work is satisfactory but, for reasons beyond the control of the student, has not been completed by the

end of the semester. It is not granted in lieu of an “F” (failing), or to give the student opportunities or more time to improve a grade if such opportunities have not also been made available to all students in the same class. It is the responsibility of the student to confer with the instructor of the course and to complete the prescribed requirements of the course on or before the designated date shown for final examinations in the university calendar.

The student is responsible for making satisfactory arrangements with the faculty member for completion of course requirements.

An Incomplete grade must be removed by the faculty member by the end of the first six weeks of the following semester. If the faculty member fails to resolve the Incomplete grade within the specified deadline, the University Registrar will assign the permanent grade of “F”.

3. If the student fails to officially withdraw from the university or make arrangements to receive incomplete grades for the semester, he/she will receive the final grade earned in each class.

NOTE: Financial aid students who receive all Fs due to non-attendance or suspension will be considered "unofficial withdrawals" for the semester. If the student does not take a final exam or complete more than 67% of the course load, he/she may owe money to SUSLA and the Title IV federal aid program(s).