

SOUTHERN UNIVERSITY AT SHREVEPORT

Office of the Registrar

Frequently Asked Questions (FAQs)

Cancellation and Withdrawals

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

If it's before the first day of class, you should cancel your registration via Banner Web or by notifying the Registrar's Office in writing at registraroffice@susla.edu.

If classes have already started, you need to officially withdraw from the University. To withdraw, visit the Office of the Registrar to retrieve the official withdrawal form and secure the appropriate signatures from the following: Retention Coordinator, Jaguar Courtyard Staff, University Police Office Staff, Academic and Student Affairs Office Staff, VA Certifying Official, and the Financial Aid Office Staff. Upon securing the appropriate signatures, return the form to the Office of the Registrar for processing. Please note official withdrawals result in a "W" grade for each course.

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.

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 securing the proper form from the Registrar's Office. 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 A student is not officially withdrawn from the University until the request is approved by all departments listed on the withdrawal form, returned and processed by the Registrar's Office.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*. 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 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).