



Office of the Registrar Withdrawal/Refund Exception Request

OTR@greenriver.edu | (253) 288-3383 | 12401 SE 320th St., Auburn, WA 98092

Submit in person or online at greenriver.edu/upload | greenriver.edu/OTR

It is illegal under Federal and State Laws for institutions to change entries on students' transcripts (Academic Fraud/Transcript Tampering) without **documented emergency extenuating circumstances**.

Title 34 – Education. Part 33. Sec. 33.3 [Educational Records] Any person who makes a claim that the person knows is false, fictitious, or fraudulent is subject to a civil penalty of not more than \$5,000 for each claim. (Authority: 31 U.S.C. 3802 (a) (1)).

Students may request exception to [withdrawal rules and refund policy](#) (i.e.: removal/refund, late withdraw, etc.) due to emergency extenuating circumstances. All requests must be in writing and accompanied by official supporting documentation (see details below). Requests may be made for the following grades only: 0.0, I, NC, W (details on page 2). Academic and Instructional Complaints are addressed in [IN-05](#).

Timeline for submission:

- For removal of class(es) and refund, request must be received by the end of the following quarter.
- For a late withdrawal ("W" on transcript, no refund), the request must be received within one calendar year of the quarter in question.

Directions

1. Include all of the following:

- Withdrawal/Refund Exception Request form (this page)
- Written statement explaining the emergency extenuating circumstance involved (example/template on page 2)
- Official supporting documentation including dates during the quarter for request
 - Medical – medical provider's statement or letter, discharge papers, or after visit summary. **One visit to a doctors' office does not constitute an emergency extenuating circumstance.**
 - Military – military orders for activation or deployment
 - Emergency – third party documentation, i.e. letterhead document from a counselor, instructor/advisor letter, etc.
 - Bereavement – death certificate, obituary or eulogy naming the student as a surviving family member
 - Housing/Food Insecurities – letter/email from Green River Benefits Hub, shelter staff, etc.

2. Submit request to the appropriate office. Allow 10 business days for researching and processing of request. A response will be sent to your Green River student email address.

- Requests due to an ongoing medical condition should be submitted to Disability Support Services (DSS). Students are urged to contact DSS for qualification of accommodations.
- All other requests should be submitted to the Office of the Registrar.

Reason for Request (select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Student Medical | <input type="checkbox"/> Family Medical |
| <input type="checkbox"/> Military | <input type="checkbox"/> Family Emergency |
| <input type="checkbox"/> COVID-19 | <input type="checkbox"/> Bereavement |
| <input type="checkbox"/> Housing/Food Insecurities | <input type="checkbox"/> Other |

Requested Outcome (select one)

Please see the above timeline for submission.

- Removal of class(es) and refund
- Late withdrawal of class(es) – "W" on transcript

Student Information

Name: _____ Date: _____

Student (ctcLink) ID: _____ Phone: _____

Address: _____

Street

City

State

Zip

Quarter for request (select one):

Summer

Fall

Winter

Spring

Year: _____

OFFICE USE ONLY

CI/Tr CO @ DB

OTRWD/RefundExceptionRqst

1 of 2

This document is available in alternative formats to individuals with disabilities by contacting Disability Support Services at 253-931-6460; TTY 253-288-3359; or by email at dss@greenriver.edu. Green River College is an equal opportunity educator and employer. Learn more at www.greenriver.edu/accessibility.



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Grade Definitions

Classes on the transcript with the following grades are eligible for removal if request is turned in by the appropriate time, as stated on page 1.

- 0.0 – A failing grade is below 1.0 and is eligible for the Withdraw/Refund Exception Request.
- I – An Incomplete is an agreement between an instructor and student to defer a specific course’s completion deadline. An instructor may record a student’s work as incomplete when the student has been delayed in completing the required work for a reason deemed appropriate or sufficient by the instructor. I grades convert to 0.0 after four (4) quarters if not completed. An “I” grade does not affect GPA.
- NC - No-Credit from a Pass/No-Credit Request. Indicates the student petitioned the Registrar’s Office for a P/NC grade (prior to the end of the eighth week of the quarter) and earned a decimal grade lower than 1.5. OR the class is graded on a pass/no credit basis. This petition is a contract and is not rescindable. Note: No more than 25 percent of the required credits may be graded “Pass” to satisfy requirements for any transfer degree. Students are urged to consult the catalog of the four-year institution to which they plan to transfer. An “NC” grade does not affect GPA.
- W – An Official Withdrawal is posted to the transcript when a student completes the appropriate withdraw/drop paperwork and submits the paperwork to the Registrar’s Office by the deadlines published in the quarterly Class Schedule. Or the student may withdraw/drop using online services. A “W” grade does not affect GPA.

Written Statement Example/Template

The below template is provided for use as an example or can be filled out and attached to the Withdrawal/Refund Exception Request form on page 1.

The extenuation circumstances that caused me to have trouble during _____ quarter affecting me/my family was _____

I have attached documentation to support this situation from _____

I am requesting my _____ class(es) be

(select one) removed from my transcript and refunded or withdrawn after the deadline (“W” on transcript).

Please take this information into consideration.

Thank you,

Student (ctcLink) ID: _____