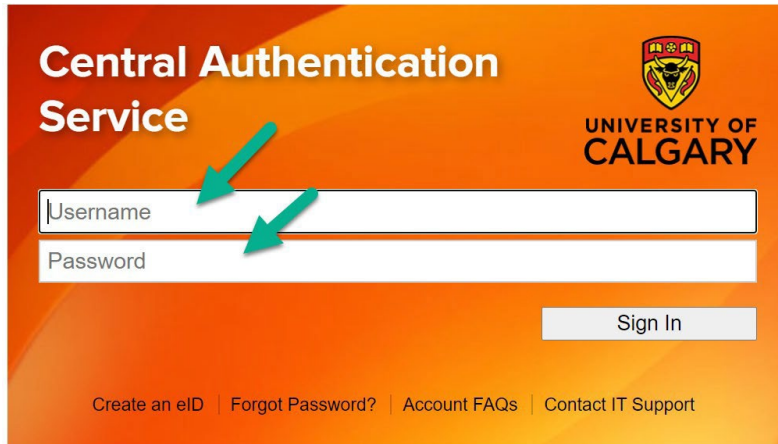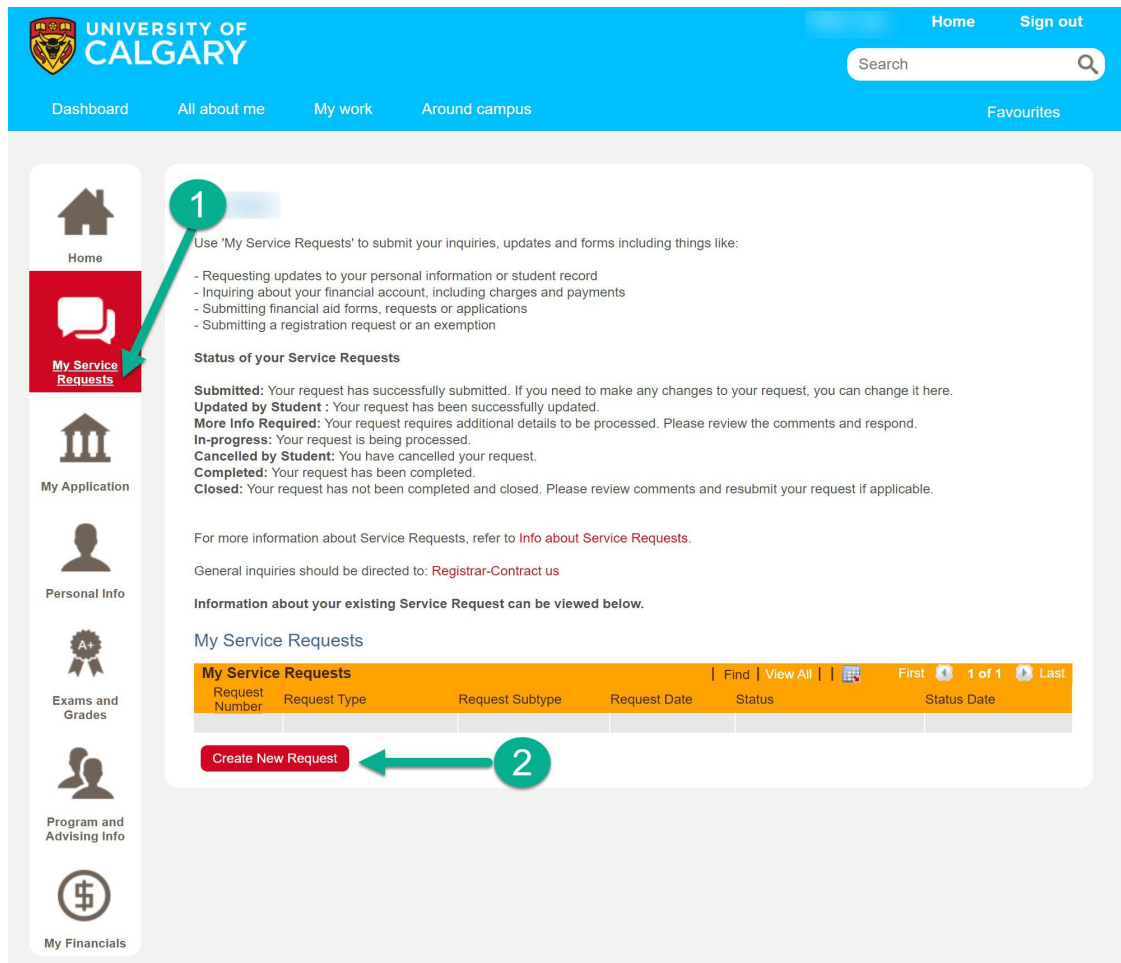This document outlines the procedure to create a new Voluntary Withdrawal service request in the student portal

1. Log into the **MyUofC** portal using the correct credentials
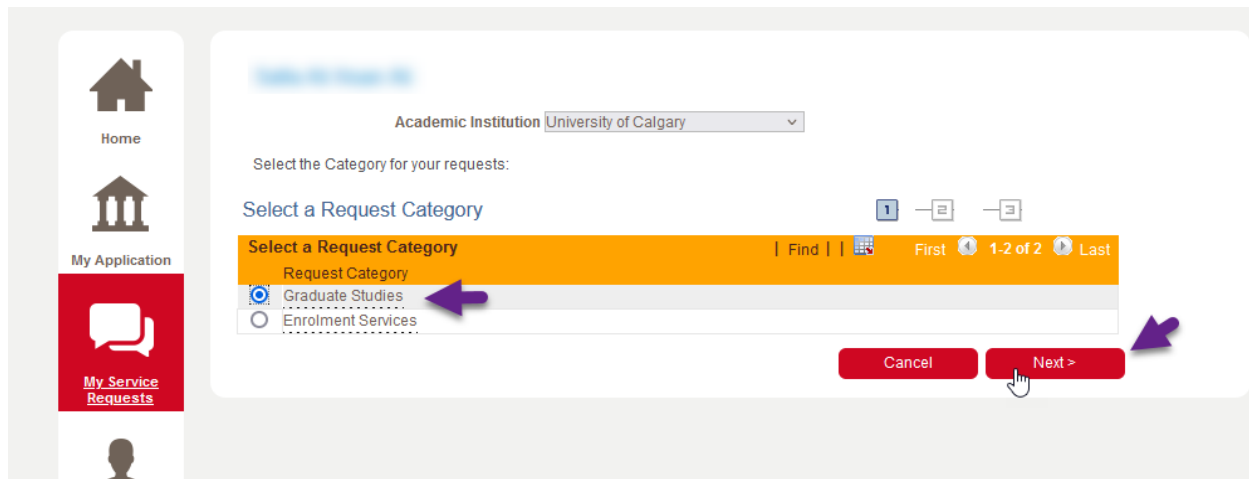

2. Select the "**My Service Request**" tab on the left most side of the home page just below the "**Home**" tab and then click "**Create New Request**"
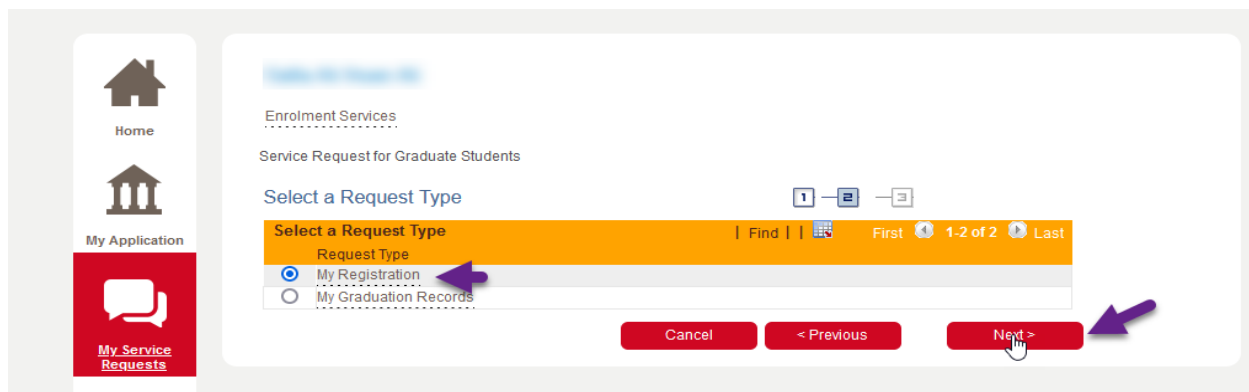
3. Clicking the "**Create New Request**" button will prompt you to select the "**Request Category**". Select "**Graduate Studies"** and Click "**Next**"
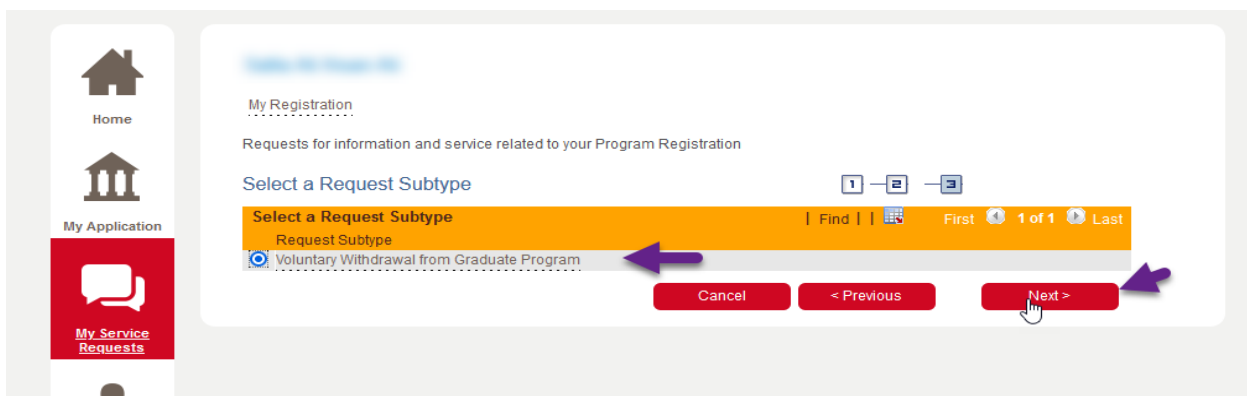
4. You will then be prompted to select the "**Request Type**". Select "**My Registration"** and click "**Next**". The "**Previous**" button can be used in cases where the "**Request Category**" needs to be changed in the previous step.
    *Under the **My Registration** request type, you can find requests related to your Program*
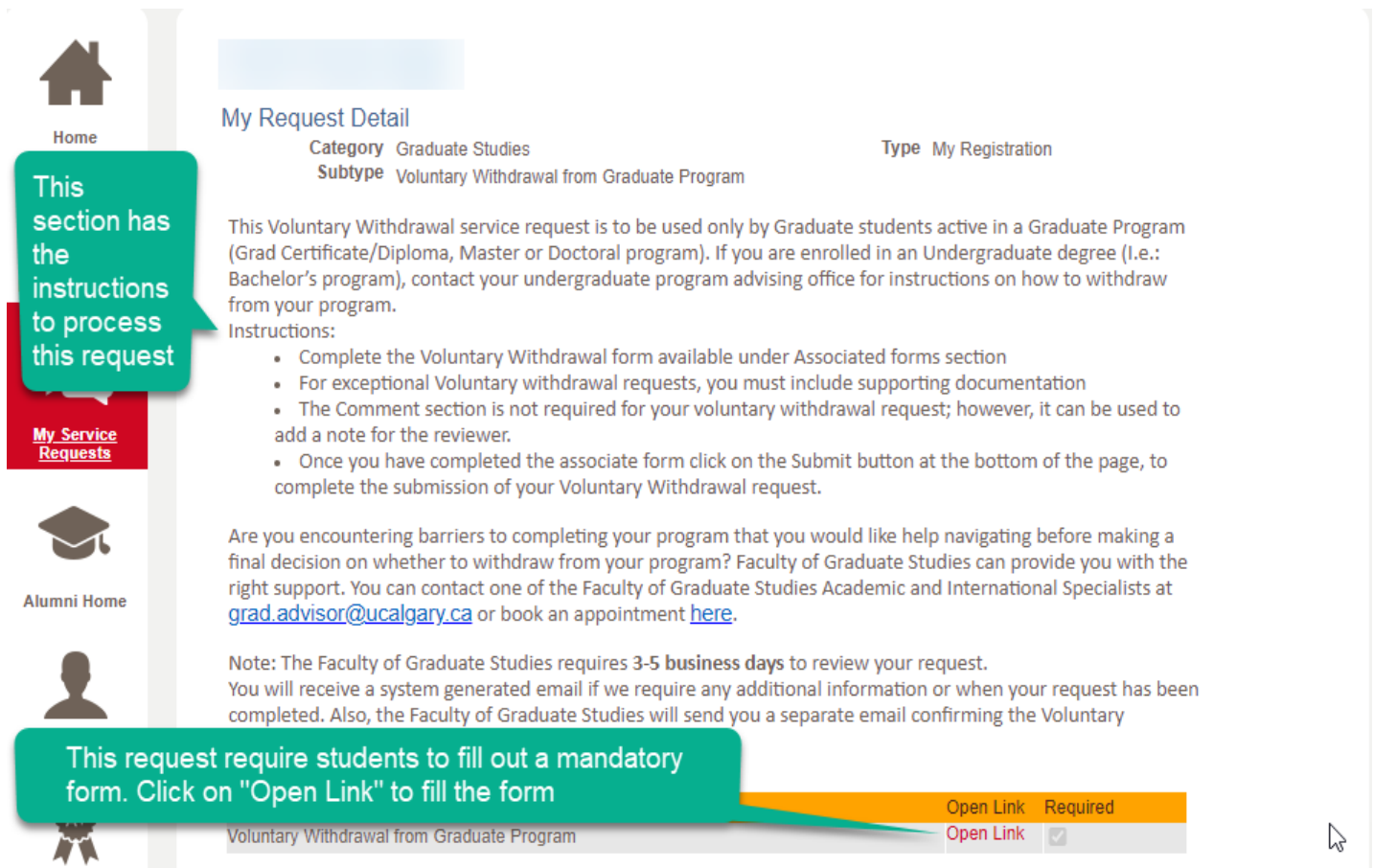

5. You will then be prompted to select the "**Request Subtype**". Select "**Voluntary Withdrawal from Graduate Program**" and click **"Next"**. "**Previous**" button can be used in cases where either the "**Request Category**" or the "**Request Type**" or both needs to be changed in the previous steps.

6. On clicking "**Next**", the "**My Request Detail**" page will show up where students can enter the *comments*, add *attachments* and/or fill out the *form* before clicking "**Submit**". Instructions on how to fill out a form is illustrated in the next step.

7. The Voluntary Withdrawal service request require to fill out a mandatory form. The name of the form with the associated link is available in the "**Associated Form**" section. It's important to note you will not be able to submit your request without completely filling out the form. Please follow the below instructions to complete a mandatory form:

   a. Click "**Open Link**" in the "**Associated Form**" section of the "**My Request Detail**" page. A window will pop open, to generate the form student must click '**OK'**
   b. You'll then presented with a form where the mandatory fields have to be filled out without fail.
      i. You have the option of saving your progress by clicking "**Save**".
      ii. You can also print the form for your reference by clicking the "**Print**" option.
   c. Once all the fields in the form have been filled out, you **must** click **"Complete Form"** to validate the form for completion

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Service Request Form

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ID:

Primary Name: Preferred Name:

Please "Save" often to remain active so that you will not lose your work. Once you ha[...]
form use "Complete Form" to validate and mark the form as complete. Questions ma[...]
required and must be filled in.

Once the Form is complete you will be returned to your Service Request.

Note: You must submit the Service Request for your form to be sent to staff to action.

☐ No ◯ Yes

Make sure that you read the impact of your request on the Term Courses and Fees. Click "Yes" to confirm your understanding

* **Impact of Voluntary Withdrawal on the Term Courses and Fees**

Select **Yes** to indicate that you have read and understand the following:

Before submission of this form please check the Academic Schedule for Course deadlines.

Submission of this form **on or before the course drop deadline** of the current term will result in all courses being Dropped and term fees cancelled. The effective date of withdrawal will be the first day of the current term.

Submission of this form **after the course drop deadline** will result in withdrawal from all courses in the current term (W on transcript). If this form is **submitted after course withdrawal deadline**, grades will be entered as earned. Fees will not be cancelled or refunded. The effective date of withdrawal will be the date of form submission.

Note: Block week and non-standard courses have different drop, add and withdrawal deadlines. Please refer to the Student Centre for deadlines specific to courses with a non-standard schedule. Students are responsible for being aware of all deadlines pertaining to their registration. More details on course drops vs. withdrawals can be found at here.

* List all sources of funding for the current academic year, including scholarships, assistantships, bursaries, and loans:

*Provide the details of **all** your financial sources for the current year. If none, write self funded*

* Reason for Withdrawal (if applicable attach an explanatory memo as a file attachment) in the previous page:

Provide the reason for your withdrawal. If you require to support your request, then add these as attachment when you're back to the instruction page

Page: 1   of: 1   Previous   Next   Save   Print   Complete Form

d. If you fail to answer any mandatory question(s), you will be presented with an error message as shown below. The message will also include the number of questions to which a response is missing.

Message
You missed providing a response to 1 of the mandatory questions. (25059,1012) We required a response to some of the questions. These questions are prefixed with a '*'. Please enter a response to each of these. OK

e. When the "**Complete Form**" button is clicked after all the mandatory questions have been answered, you'll get the following message. Click "**Yes**" and this will take you to the "**My Request Detail**" page

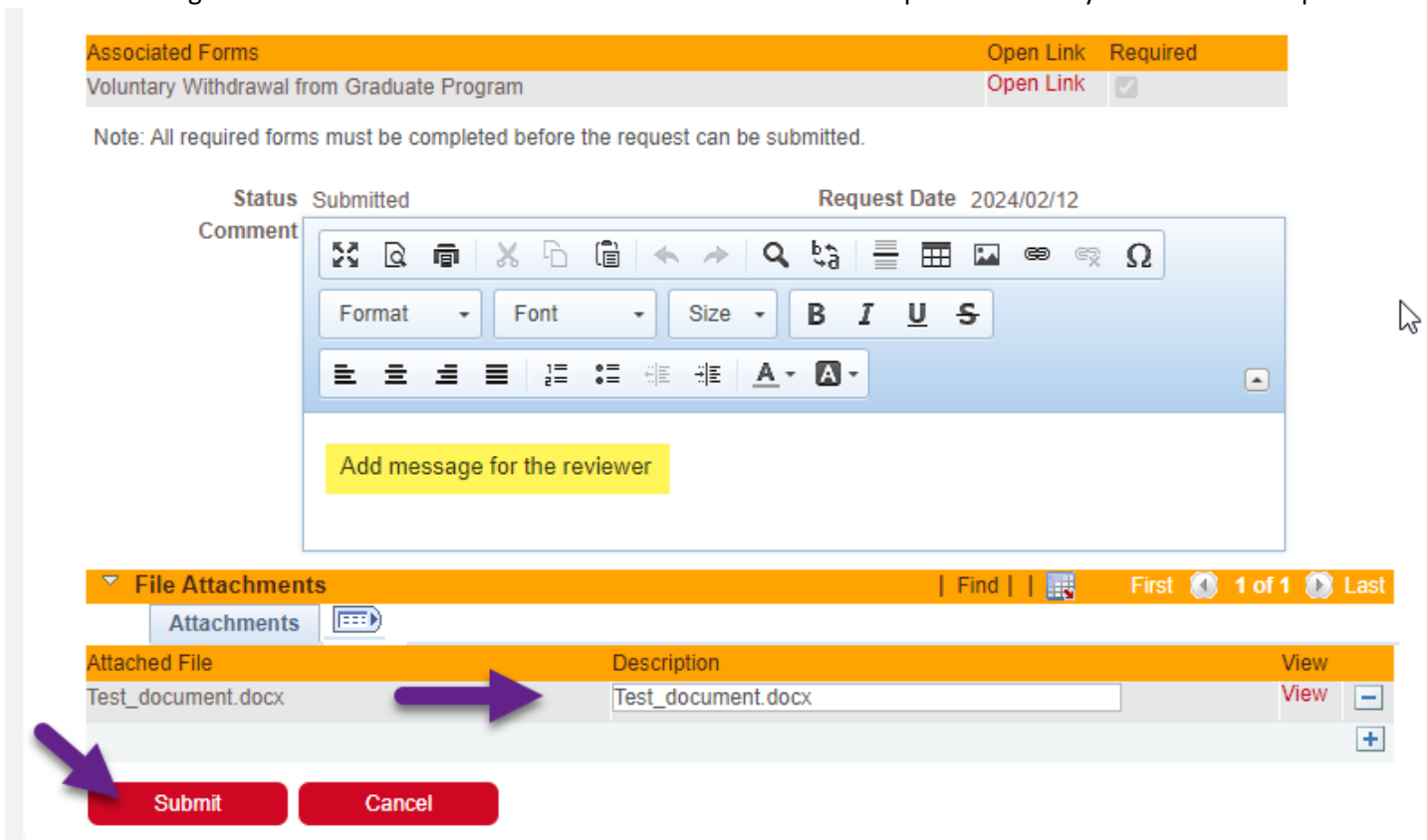| Message |
| --- |
| Please confirm your form completion. (25855,7)

You have completed all the required fields for this form.

Click 'Yes' to complete this form and return to the service request.

Yes   No |

8. Ensure that you provide any further details in the "**Comment**" section (optional).

   Normally, a voluntary withdrawal request does not require supporting documentation. However, you may be asked to provide supporting documentation if your request is considered an exception or falls outside to the withdrawal policy. You're encouraged to submit documentation that will support your situation. This could be medical documentation, documentation of study permit denial, references, police reports, an invitation letter, or a statutory declaration — to name a few. The decision to provide supporting documentation that best suits the situation is at your, the student's, discretion. An instructor or staff member at the University of Calgary who is requesting documentation cannot require that documentation to be a medical note.

   Add any required documents in the "**File Attachment**" Section and then submit your service request by clicking the "**Submit**" button. Your form will not be sent to staff to process unless you submit the request.

9. You can cancel or make edits to an already submitted request if the request is not picked up by a staff member for processing.

End of Procedure