



ALAMO
COLLEGES
DISTRICT

Automated Drop Process

3/19/2018

Table of Contents

- [Important Reminders](#)
- [How to Access Drop Page](#)
- [How to Initiate a Drop/Withdrawal](#)
- [How to Process a Student Initiated Request](#)
- [Student Process Guide](#)
- [Updates to Email Notifications](#)
- [Need Assistance?](#)



Important Reminders

There are two drop/withdrawal types:

- Dropping/withdrawing from a **Single Class**
 - Initiated by Faculty or Student or Advisor or HSP Rep*
 - Processed by Faculty or Advisor or HSP Rep*
 - If class is the only class or last class on the student's schedule, drop will be processed as an Institutional Withdrawal
- Withdrawing from the **Institution**
 - Initiated by Student or Advisor or HSP Rep*
 - Processed by Advisor or HSP Rep only
 - Faculty must work with Advisor or HSP Rep* to have the only class or last class processed

NOTE: This process assists students with on or before Census and after Census drops.

**HSP stands for High School Programs*



Important Reminders

Email notifications will be sent from the **do_not_reply@alamo.edu** address:

- Notifications will be sent to student, faculty, advisor or HSP rep throughout the process
 - Faculty are the first to be notified when a student initiates a single class drop
 - Advisor or HSP rep are the first to be notified when a student initiates an Institutional drop (Institutional = All courses, last course, or only course)
 - After two business days from the first notice to the faculty member
 - The advisor will receive a notice to process the request
 - The faculty member will receive a reminder to process the request
 - Both roles are capable of processing the request
 - If request is completed prior to a faculty or advisor going into ACES, a confirmation email will be sent and the student's file will show who submitted the request and the date/time under Completed Withdrawals (Example on the next slide)



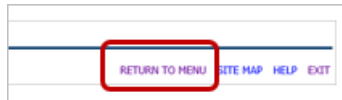
Important Reminders

- Example of completed request

If the advisor or HSP rep completed the request, these fields will be filled with their information

Completed Withdrawals												
Part of Term	CRN	Subject	Course #	Course Title	Withdrawal Type	Student Submit Date	Advisor Name	Advisor Submit Date	Faculty Name	Faculty Submit Date	Status (Queue)	Administrative Processing Date
Mini Session 3rd 4-Weeks	32686	SPCH	1311	Intro To Speech Communication	WC	03/19/2018 03:51 PM			Arredondo, Leonor M.	03/19/2018 03:53 PM	COMPLETE	03/19/2018 03:53 PM

- Select Back to Menu to exit the student's Student Course Withdrawal page, if request has been completed

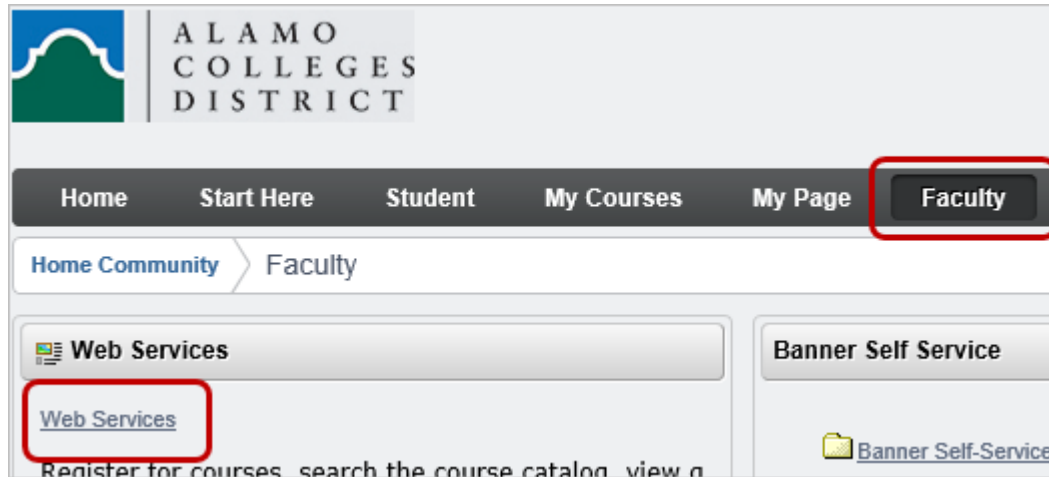


[Click here to return to the Table of Contents](#)



How to Access Drop Page

- Login to ACES
- Select Faculty tab
- Select Web Services

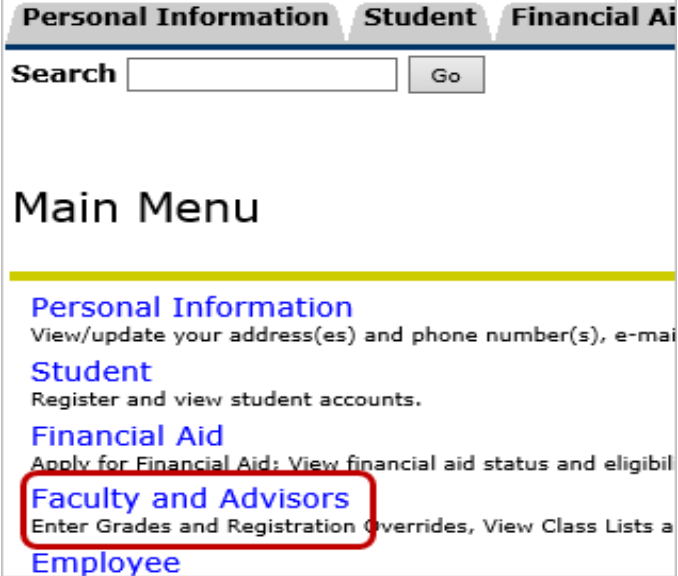


The screenshot displays the Alamo Colleges District website interface. At the top left is the Alamo Colleges District logo. To its right is a navigation bar with the following tabs: Home, Start Here, Student, My Courses, My Page, and Faculty. The Faculty tab is highlighted with a red rectangular box. Below the navigation bar, there is a breadcrumb trail showing 'Home Community' and 'Faculty'. Underneath, there are two main sections: 'Web Services' and 'Banner Self Service'. In the 'Web Services' section, the text 'Web Services' is underlined and highlighted with a red rectangular box. Below this, there is a partially visible line of text: 'Register for courses, search the course catalog, view a'.



How to Access Drop Page

- Select Faculty and Advisor

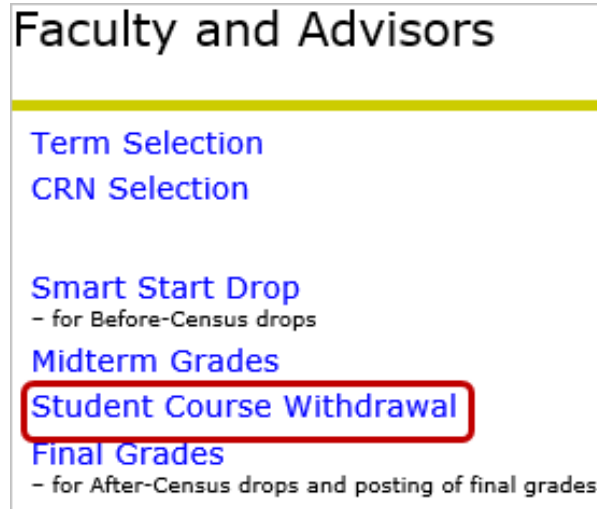


The screenshot shows a web interface with three tabs at the top: "Personal Information", "Student", and "Financial Ai". Below the tabs is a search bar with the text "Search" and a "Go" button. Underneath is a "Main Menu" section. The menu items are: "Personal Information" (View/update your address(es) and phone number(s), e-mai), "Student" (Register and view student accounts.), "Financial Aid" (Apply for Financial Aid: View financial aid status and eligibil), "Faculty and Advisors" (Enter Grades and Registration Overrides, View Class Lists a), and "Employee". The "Faculty and Advisors" link is circled in red.



How to Access Drop Page

- Select Student Course Withdrawal



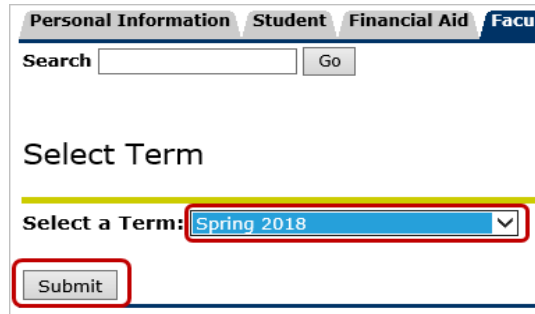
The screenshot shows a menu titled "Faculty and Advisors" with a yellow horizontal separator line. Below the line, the following options are listed in blue text: "Term Selection", "CRN Selection", "Smart Start Drop" (with a sub-note "- for Before-Census drops"), "Midterm Grades", "Student Course Withdrawal" (which is highlighted with a red rounded rectangle), and "Final Grades" (with a sub-note "- for After-Census drops and posting of final grades").

[Click here to return to the Table of Contents](#)



How to Initiate a Drop/Withdrawal

- After selecting the Student Course Withdrawal link
 - If unsure how to get to this point, return to the Table of Contents and view the How to Access Drop Page section
- Select the appropriate term
 - Example is initiating a drop for Spring 2018
- Select Submit



Personal Information Student Financial Aid Faculty

Search Go

Select Term

Select a Term:

Submit

[Click here to return to the Table of Contents](#)



How to Initiate a Drop/Withdrawal

- Enter the student's Banner ID
- Select Submit

The screenshot shows a web interface with a navigation bar at the top containing tabs for 'Personal Information', 'Student', 'Financial Aid', 'Faculty Services', and 'Employee'. Below the navigation bar is a search area with a text input field and a 'Go' button. The main heading is 'Student Course Withdrawal'. A yellow horizontal line separates the heading from the instructions: 'Please select a Term and Student ID to continue to next step.' Below this is a link: 'You are viewing this page as a FACULTY Member, switch to Advisor?'. A section header reads 'Your Students with Pending Withdrawals - Term: Spring 2018'. At the bottom, there is a label 'Or Enter Student ID:' followed by a text input field and a 'Submit' button. Both the input field and the 'Submit' button are highlighted with red rectangular boxes.



How to Initiate a Drop/Withdrawal

- Student information is displayed
- The option to email student from process is accessible

Student Course Withdrawal

Please select below (a) withdrawal from a single class or (b) Total Withdrawal from All Courses.

Student ID: [REDACTED]
Name: Cortez, Jakileen
Home College: SPC - St. Philip's College
Student Type: N - New First Time
Program: SPC_AA - SPC Assoc of Arts
Degree Sought: AA - Associate of Arts
Major: LBAT - Liberal Arts
Catalog Term: 201520 - Spring 2015
Withdrawal Term: 201820 - Spring 2018
Certified Advisor: Flores, Jessica M.
Current Count for Six Drop Limit: 0 (NOTE: Once you have reached the Six Drop Limit, you processed.)
International Student (F1 Visa): N
High School: 445052 - MEMORIAL EARLY COLLEGE HS
Dual Credit Attribute:

Financial Aid Packaged Date:
SAP Status: GOOD
Pell LEU (cutoff at 600%): 0 %
Most Recent Academic Standing: 00 - Good Standing*

GPA Type	Attempted Hours	Earned Hours	GPA Hours	GPA
Institutional	57	51	51	3.00
Overall	57	51	51	3.00

Send Email to the Student - Optional

E-mail Subject: Withdrawal Request - PLEASE CONTACT

E-mail Body: Please contact me as soon as possible to discuss your withdrawal request.

Email Student

Assigned Advisor

Six Drop Counter

Indicates if student is participating in Alamo Academies, Dual Credit or an Early College High School program

OPTIONAL

The email body can be replaced by clicking in the field and typing the message you prefer to send.

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How to Initiate a Drop/Withdrawal

- Scroll down to the Registered Courses section
- Select the withdraw button that appears under Action

Registered Courses - Term: Spring 2018											
Part of Term	CRN	Subject	Course #	Section	Course Title	Credit Hours	Campus	Instructor	Census Date	Grade	Action
Mini Session 3rd 4-Weeks	32686	SPCH	1311	0	Intro To Speech Communication	3	St. Philip's College	Arredondo, Leonor M.	03/01/2018		<input type="button" value="Withdraw No Grade"/>

* An asterisk in the Course # column indicates this class does not count toward the Six Drop Limit.



How to Initiate a Drop/Withdrawal

- Answer the Student and Intervention questions
- Select Submit to complete the drop

Student Questions: Please answer to the best of your ability.

• - indicates a required field.

Your web session will expire in 30 minutes at this time: 03:06:15 PM. If your session expires, you will need to login again before you can return to this page.
Remaining Time: 29:15

What was the last class day attended? MM/DD/YYYY *

Reason for Withdrawing: *

Comments:

Maximum 250 characters. Characters Remaining: *

Is the student planning to Re-Enroll in this course? * Yes No Don't Know

Intervention Questions

What was the last date of any academic activity? MM/DD/YYYY *

Comments:

Have you contacted or met with the student? * Yes No

Selecting "Don't Know" for this question, will not affect the student.



How to Initiate a Drop/Withdrawal

- Process is complete, notifications will go out to student, faculty, and advisor.

Student Course Withdrawal Leonor M. Arredondo
Mar 19, 2018 02:37 pm

✓ The withdrawal request has been received.

Select Courses for Withdrawal - Term: Spring 2018

Part of Term	CRN	Subject	Course #	Section	Course Title	Credit Hours	Campus	Instructor	Census Date	Grade	Action
Mini Session 3rd 4-Weeks	32686	SPCH	1311	0	Intro To Speech Communication	3	St. Philip's College	Arredondo, Leonor M.	03/01/2018		Withdraw - No Grade

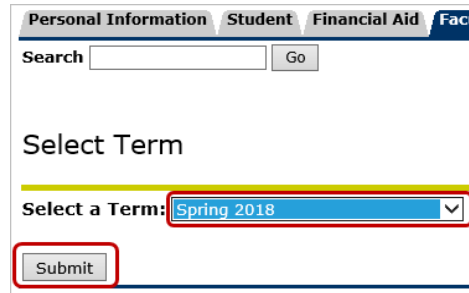
* An asterisk in the Course # column indicates this class does not count toward the Six Drop Limit.

[Click here to return to the Table of Contents](#)



How to Process a Student Initiated Request

- After selecting the Student Course Withdrawal link
 - If unsure how to get to this point, return to the Table of Contents and view the How to Access Drop Page section
- Select the appropriate term
 - Example is for a Spring 2018 student initiated request
- Select Submit



The screenshot shows a web interface with a navigation bar at the top containing tabs for 'Personal Information', 'Student', 'Financial Aid', and 'Facu'. Below the navigation bar is a search section with a text input field labeled 'Search' and a 'Go' button. The main content area is titled 'Select Term' and features a dropdown menu labeled 'Select a Term:' with 'Spring 2018' selected. A red box highlights the 'Submit' button at the bottom of the form.

[Click here to return to the Table of Contents](#)



How to Process a Student Initiated Request

- Go to queue list and select the student

Personal Information Student Financial Aid Faculty Services Employee

Search Go

Student Course Withdrawal

Please select a Term and Student ID to continue to next step.

[You are viewing this page as a FACULTY Member, switch to Advisor?](#)

Your Students with Pending Withdrawals - Term: Spring 2018

██████████ - Havekost, Haley M.	Select
---------------------------------	--------

Or Enter Student ID:

Submit

Student Initiated requests will show up in your queue.

If student names do not appear, there are no Student Initiated requests to complete.



How to Process a Student Initiated Request

- Student information is displayed
- The option to email student from process is accessible

Student Course Withdrawal

Please select below (a) withdrawal from a single class or (b) Total Withdrawal from All Courses.

Student ID: ██████████
Name: Havekost, Haley M.
Home College: SPC - St. Philip's College
Student Type: N - New First Time
Program: SPC_CCAA - SPC Creative&Comm Arts, AA
Degree Sought: AA - Associate of Arts
Major: LBAT - Liberal Arts
Catalog Term: 201710 - Fall 2016
Withdrawal Term: 201820 - Spring 2018
Certified Advisor: Fenton, Karlene
Current Count for Six Drop Limit: 0 (NOTE: Once you have reached the Six Drop Limit, your Course Withdrawal Request for is
International Student (F1 Visa): N
High School: 445053 - CANYON HIGH SCHOOL
Dual Credit Attribute:

Financial Aid Packaged Date:
SAP Status: GOOD
Pell LEU (cutoff at 600%): 0 %
Most Recent Academic Standing: None Found

GPA Type	Attempted Hours	Earned Hours	GPA	Hours	GPA
Institutional	6	6	6	4.00	
Overall	6	6	6	4.00	

In-Progress Withdrawals

Part of Term	CRN	Subject	Course #	Course Title	Withdrawal Type	Student Submit Date	Advisor Name
Mini Session 3rd 4-Weeks	32686	SPCH	1311	Intro To Speech Communication	WC	03/19/2018 01:50 PM	

Send Email to the Student - Optional

E-mail Subject: Withdrawal Request - PLEASE CONTACT

E-mail Body:

Assigned Advisor

Six Drop Counter

Indicates if student is participating in Alamo Academies, Dual Credit or an Early College High School program

OPTIONAL

The email body can be replaced by clicking in the field and typing the message you prefer to send.



How to Process a Student Initiated Request

- Scroll to the In-Progress Withdrawals section
- Select the Continue button that appears under Faculty Submit Date

In-Progress Withdrawals											
Part of Term	CRN	Subject	Course #	Course Title	Withdrawal Type	Student Submit Date	Advisor Name	Advisor Submit Date	Faculty Name	Faculty Submit Date	Status (Queue)
Mini Session 3rd 4-Weeks	32686	SPCH	1311	Intro To Speech Communication	WC	03/19/2018 01:50 PM				<input type="button" value="Continue"/>	FACULTY



How to Process a Student Initiated Request

- Answer the Intervention questions
- Select Submit to complete the drop
- Select Cancel this Withdrawal – No Course Changes to cancel the request

Student Questions: Please answer to the best of your ability.

• - indicates a required field.

Your web session will expire in 30 minutes at this time: 04:16:57 PM page.

Remaining Time: 29:33

03/19/2018
FM - Family Medical Care

Last Date of Attendance
Why are you withdrawing?
Comments:
Are you planning to Re-Enroll?
If Re-Enrolling, what Term?
If you are transferring, where?
Submitted Date

Y
201830 - Summer 2018
None
03/19/2018 01:50 PM

Intervention Questions

What was the last date of any academic activity?
MM/DD/YYYY •

03/19/2018

Comments:

Have you contacted or met with the student? •

Yes No

Cancel this Withdrawal - No Course Changes This option should be used only after meeting with a student.

Only select this option if you and student agree a drop is not necessary.



How to Process a Student Initiated Request

- Process is complete, notifications will go out to student, faculty, and advisor.
 - If request was approved and submitted

Student Course Withdrawal Leonor M. Arredondo
Mar 19, 2018 03:53 pm

✓ The withdrawal request has been received.

Select Courses for Withdrawal - Term: Spring 2018

Part of Term	CRN	Subject	Course #	Section	Course Title	Credit Hours	Campus	Instructor	Census Date	Grade	Action
Mini Session 3rd 4-Weeks	32686	SPCH	1311	0	Intro To Speech Communication	3	St. Philip's College	Arredondo, Leonor M.	03/01/2018		Withdraw - No Grade

* An asterisk in the Course # column indicates this class does not count toward the Six Drop Limit.

- If request was cancelled

Student Course Withdrawal

✓ The withdrawal request has been received.

Select Courses for Withdrawal - Term: Spring 2018

Part of Term	CRN	Subject	Course #	Section	Course Title	Credit Hours	Campus	Instructor	Census Date	Grade	Action
Mini Session 3rd 4-Weeks	32686	SPCH	1311	0	Intro To Speech Communication	3	St. Philip's College	Arredondo, Leonor M.	03/01/2018		None

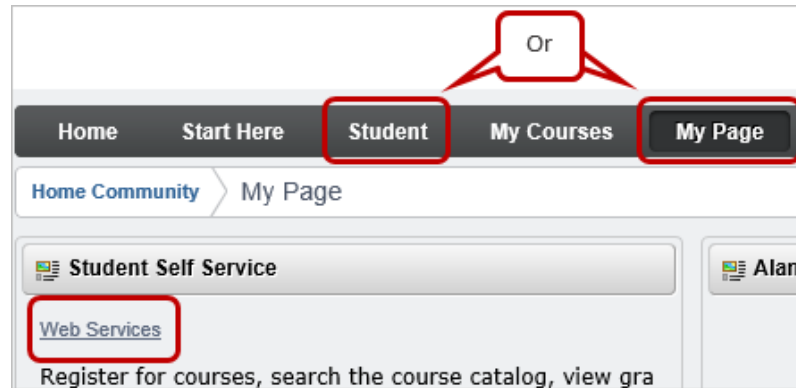
* An asterisk in the Course # column indicates this class does not count toward the Six Drop Limit.

[Click here to return to the Table of Contents](#)



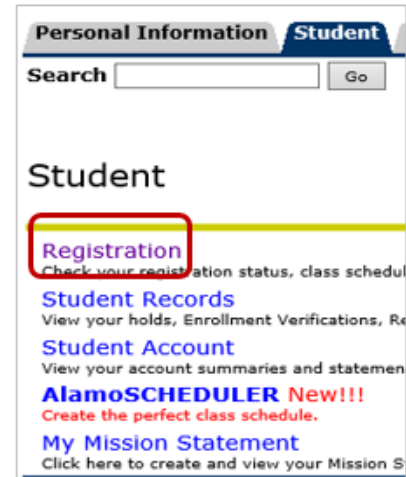
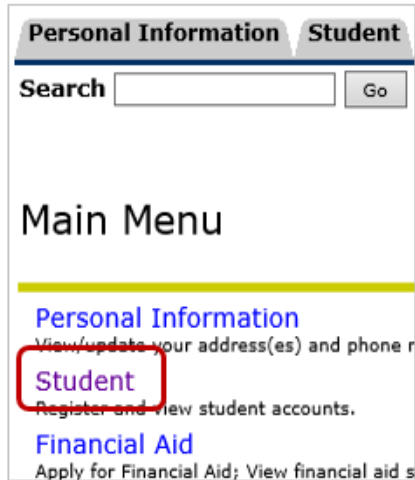
Student Process Guide

- Here are the steps students follow to submit a withdrawal
 - Login to ACES
 - Select Student or My Page tab
 - Select Web Services



Student Process Guide

- Select Student
- Select Registration



Student Process Guide

- Scroll down and select Course Withdrawal
- Select the appropriate term
- Select Submit

Select Term

Add or Drop Classes

a. A Registration Splashpage will pop-up and required to complete it. Internet Explorer 9 a

Look Up Classes

Week at a Glance

Student Detail Schedule

Registration Fee Assessment

Registration Status

Active Registration

Concise Student Schedule

Look Up classes - Detail View

BookNow - Order your books

By clicking the link above, you will be redirected to not under any obligation to purchase a textbook fr

AlamoSCHEDULER New!!!

create the perfect class schedule.

Course Withdrawal

This option is available after Census. Prior to Cens



Registration Term

Summer & Fall Registration for Each Part of Term Ends

Maymester	May 12
Summer I	June 2
Summer 8 Week	June 2
Summer II	July 7
Fall 16 Week	August 18
Fall Flex I	August 18
Fall Start II	September 2
Fall Flex II	October 13

***Students are not allowed to enroll in more credit hours than 8 credit hours in an 8 week session/part of term.

Select a Term:

RELEASE: 8.7.1



Student Process Guide

- The student schedule will populate
- Student chooses to request a single class drop or an all course drop
- The Action button will not be available if the deadline to withdraw courses has passed

Select the corresponding withdraw button to drop a single course

Registered Courses - Term: Spring 2018											
Part of Term	CRN	Subject	Course #	Section	Course Title	Credit Hours	Campus	Instructor	Census Date	Grade	Action
Full Term	13916	GOVT	2306	025	Texas Government	3	Palo Alto College	Evans, Samuel H.	01/31/2018		<input type="button" value="Withdraw No Grade"/>
Full Term	28595	MATH	2413	009	Calculus I	4	Palo Alto College	Ottum, Joseph A.	01/31/2018		<input type="button" value="Withdraw No Grade"/>
Full Term	28621	BIOL	1407	013	Biology for Science Majors II	4	Palo Alto College	Miranda, Robert A.	01/31/2018		<input type="button" value="Withdraw No Grade"/>
Full Term	32385	ENGL	2323	125	British Literature II	3	Palo Alto College	Davila-Gonzalez, Courtney S.	01/31/2018		<input type="button" value="Withdraw No Grade"/>
* An asterisk in the Course # column indicates this class does not count toward the Six Drop Limit.											
										<input type="button" value="Total Withdrawal from All Courses"/>	

Or select Total Withdrawal from All Courses button to drop all courses in schedule



Student Process Guide

- Answer Questions
- Check off Acknowledgment statement
- Select Submit

Select Courses for Withdrawal - Term: Spring 2018

Part of Term	CRN	Subject	Course #	Section	Course Title	Credit Hours	Campus	Instructor	Census Date	Grade	Action
Full Term	13916	GOVT	2306	025	Texas Government	3	Palo Alto College	Evans, Samuel H.	01/31/2018		Withdraw - No Grade

* An asterisk in the Course # column indicates this class does not count toward the Six Drop Limit.

Questions

* indicates a required field.

Your web session will expire in 30 minutes at this time: 10:29:31 AM. If your session expires
Remaining Time: 29:01

What was the last class day attended? MM/DD/YYYY * 03/19/2018

Reason for Withdrawing: *
Change in Degree Plan


Comments:
Maximum 250 characters. Characters Remaining: *

Are you planning to Re-Enroll in this course? *
 Yes No Don't Know

Acknowledgment

* By clicking Submit, I understand that my request to withdraw from a course may impact the following:

- Six Drop Count
- Three-peat Limit
- Financial Aid Eligibility
- VA Benefits
- Visa Status
- My Account Balance



Student Process Guide

- Request is submitted
 - Faculty will receive the initial notice to complete request, if request is for a single class drop
 - Advisor or HSP rep will receive the initial notice to complete request, if request is for:
 - An all course drop
 - The last course on the student schedule
 - The only course on the student schedule

Course Withdrawal Form											Mar 20, 2018
<p>✓ The withdrawal request has been received. We encourage you to discuss this request with your instructor or your Certified Advisor, if you have not already done so. Your instructor has up to 2 business days to review and finalize your request.</p>											
Select Courses for Withdrawal - Term: Spring 2018											
Part of Term	CRN	Subject	Course #	Section	Course Title	Credit Hours	Campus	Instructor	Census Date	Grade	Action
Full Term	13916	GOVT	2306	025	Texas Government	3	Palo Alto College	Evans, Samuel H.	01/31/2018		Withdraw - No Grade
* An asterisk in the Course # column indicates this class does not count toward the Six Drop Limit.											

[Click here to return to the Table of Contents](#)



Updates to Email Notifications

- All email notifications will have the following updates
 - This is an example of the initial notice to faculty after a student has submitted a request.

The screenshot shows an email notification with the following content:

From: do_not_reply@alamo.edu [mailto:do_not_reply@alamo.edu]
Sent: Monday, March 19, 2018 1:52 PM
To:
Subject: New Student Withdrawal Request

Dear Leonor,

Haley M. Havekost (S [REDACTED]) has requested to withdraw from the following course:

SPCH 1311 - 0: Intro To Speech Communication
Term: Spring 2018
CRN: 32686
Part of Term: Mini Session 3rd 4-Weeks
College: St. Philip's College
Student Type: N
High School: 445053 - CANYON HIGH SCHOOL Dual Credit Attribute:
Submitted: Monday, March 19, 2018

You have 2 business days to review and finalize this request through ACES.

Callout boxes provide the following explanations:

- Student Banner ID will appear in parenthesis (referring to the redacted student ID).
- The part of term for the CRN will be displayed (referring to "Mini Session 3rd 4-Weeks").
- Indicates if student is participating in Alamo Academies, Dual Credit or an Early College High School program (referring to the "Dual Credit Attribute" field).

[Click here to return to the Table of Contents](#)



Need Assistance?

- If you run into challenges or have questions regarding this process
 - Send an email to dst-academicsuccess@alamo.edu
 - Please provide the following information to assist with trouble shooting your concern
 - Student names and banner ids
 - CRN and course information
 - Screen shot of the error message

[Click here to return to the Table of Contents](#)

