IUKL'S DIGITAL TRANSFORMATION PROJECT
INFRASTRUCTURE UNIVERSITY KUALA LUMPUR (IUKL)

USER MANUAL
PROGRAM WITHDRAWAL

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FILE: User Manual

DOCUMENT REVISION HISTORY

NO	VERSION NO	DATE	REVISION CLASS	COMMENTS	PREPARED BY	REVIEWED BY
1	1.0	27.11.2023	First Draft	First Draft of User Manual	Ishwarya Ramesh	Hanim Zaki
2	1.1	12.12.2023	Final Version	Final Version of User Manual	Ishwarya Ramesh	Hanim Zaki

TABLE OF CONTENT

1. OVERVIEW OF THE APPROVAL FLOW

Student will be able to apply for Program Withdrawal from the Student Portal. This process is called **Program Withdrawal Request** under the **Student Services Module**.

Once a request is submitted, it is directed to the Counselor for eligibility evaluation. For international students, the ISMC Department processed the request before it moved to the next approval level. Otherwise, the request is sent directly to the Dean of the respective faculties, who can either approve or reject it.

If the Dean approves, the request proceeds to the Hostel, Chief Librarian, and Bursary Department for further assessment and approval. The student is promptly notified if any of these departments reject the request. If all departments approve, the request advances to the Registry Office for final evaluation. The Registry Office reviews the request and decides to approve, reject, or withdraw the program. The student is then informed of the final decision, whether it is an approval, rejection, or withdrawal of the program.

2. PROGRAM WITHDRAWAL PROCESS

Program withdrawal request likely refers to a formal process by which a student can request to withdraw from a specific academic program or course of study. This could be due to various reasons, such as a change in career goals, personal circumstances, or academic challenges. The detailed process of this request is explained below.
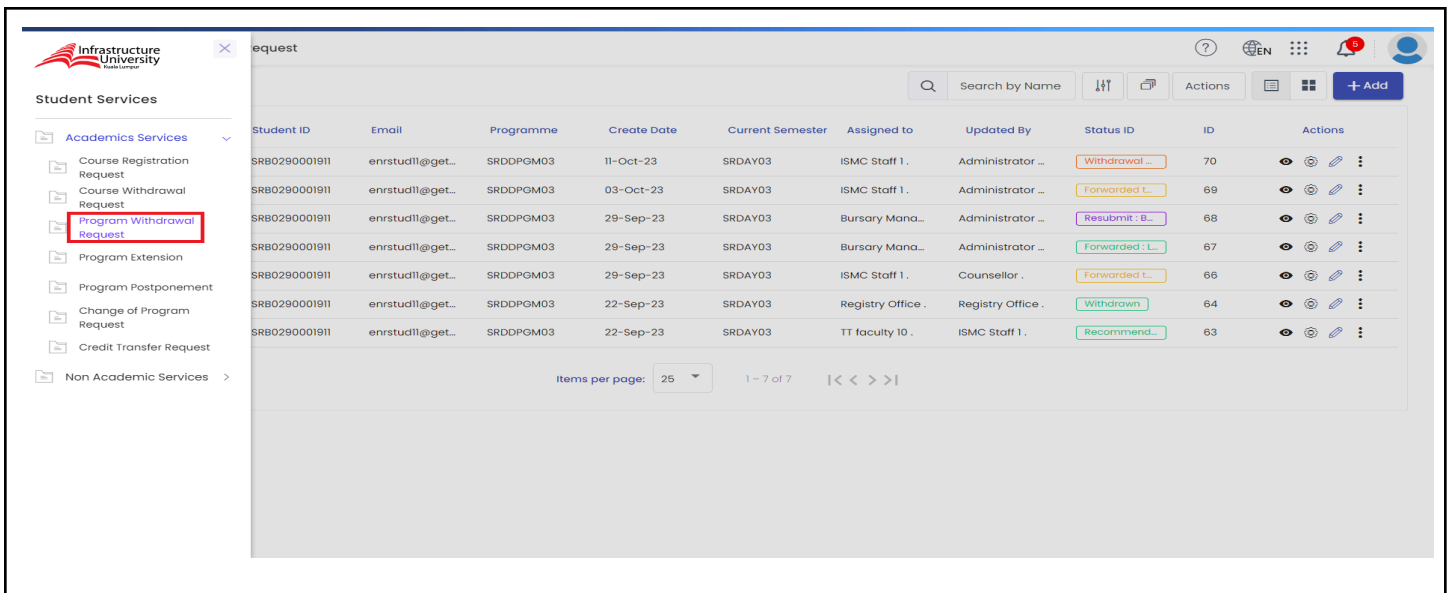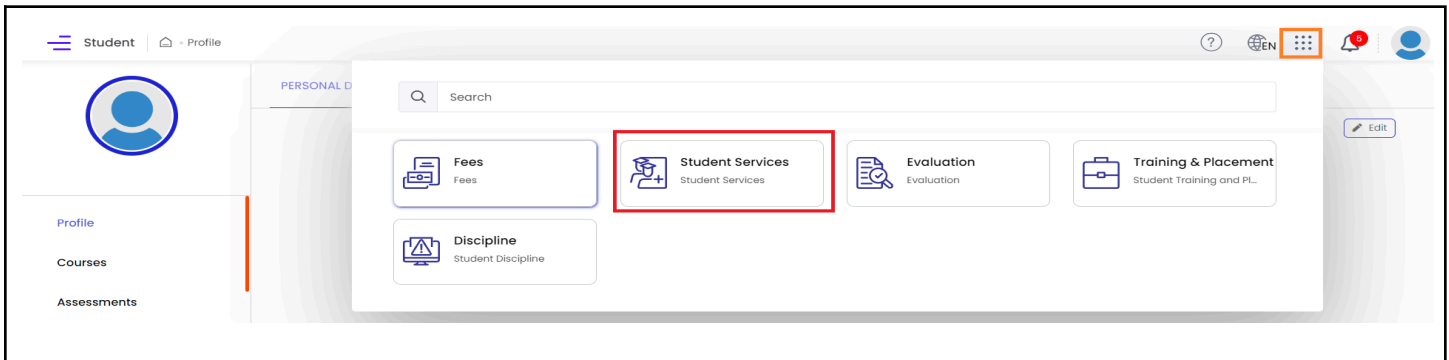
2.1 Student Operations

Step-by-Step Process of Student Operations:

Step 1: To create a new program withdrawal request, staff must first log in to the Creatrix Platform using the link: https://iukl.creatrixcampus.com/auth/login
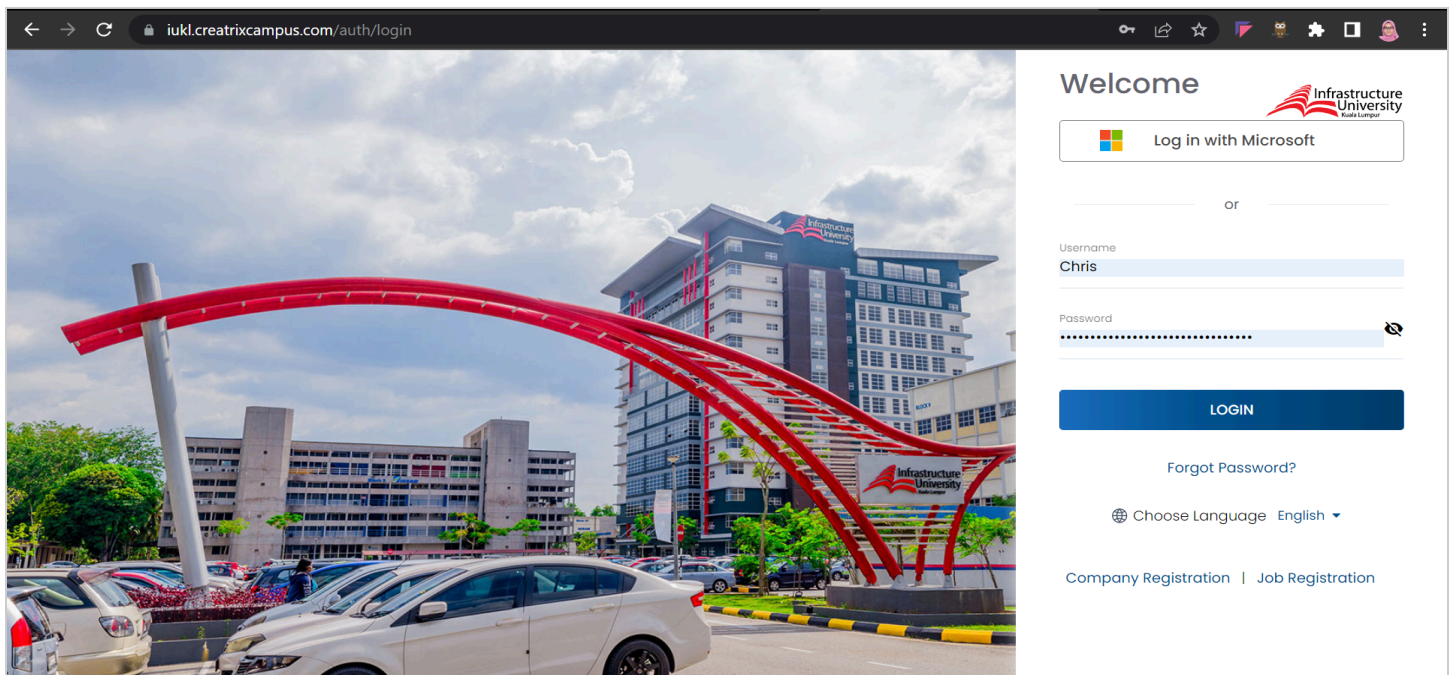
Step 2: Click on the Main Menu button >> Student Services>>Program Withdrawal.

Step 3: User will be redirected to the Program withdrawn request feature. Click on the ADD button to submit a new withdrawn request.

Step 4: Type on the required fields like Student Name , Semesters applied for withdrawn reason , upload documents, click student agreement and Submit.

Creatrix
Campus

Add

1 **Instructions**
Setup your Instructions

2 **Programme Withdrawal Request**
Setup your Programme Withdrawal Request

Instructions

Please Note:
- Administration Fee (per Finance Policy) is applicable upon submission of each request.
- Upon approval of the request, kindly make appointment with the respective School's Academic Administration Executive for clearance process.

[Next]

Add

✓ **Instructions**
Setup your Instructions

2 **Programme Withdrawal Request**
Setup your Programme Withdrawal Request

Programme Withdrawal Request

Student Name
ENR Stud 111 .[ ]

Withdrawal Reason

Plan for Readmission

☐ I understand that, even though I am withdrawing from IUKL, I am responsible for all outstanding financial obligations to the University.

Upload General Document

[+ Attach Files]

ISMC Support Document

[Previous]   [Submit]

Step 5: Now, a new withdrawn request form will be submitted.

2.2 Counselor Operations

Once the counselor receives the student's request:
- If the student is an International student, it is forwarded to the ISMC.
- If the student is local, it is forwarded to the dean.
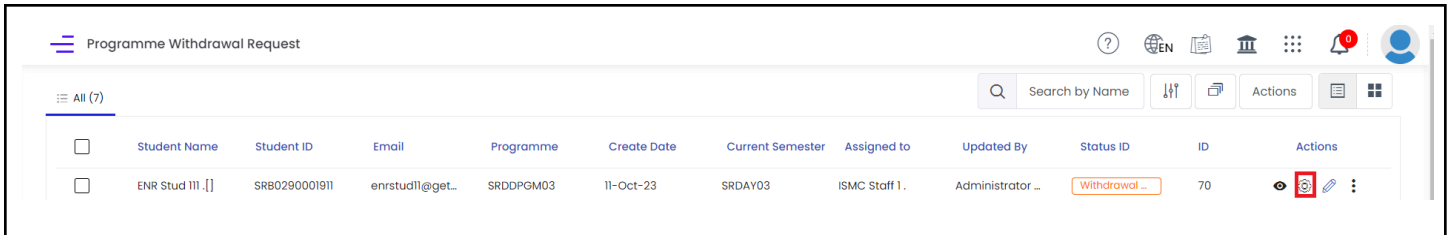
Step-by-Step Process of Counselor Operations:

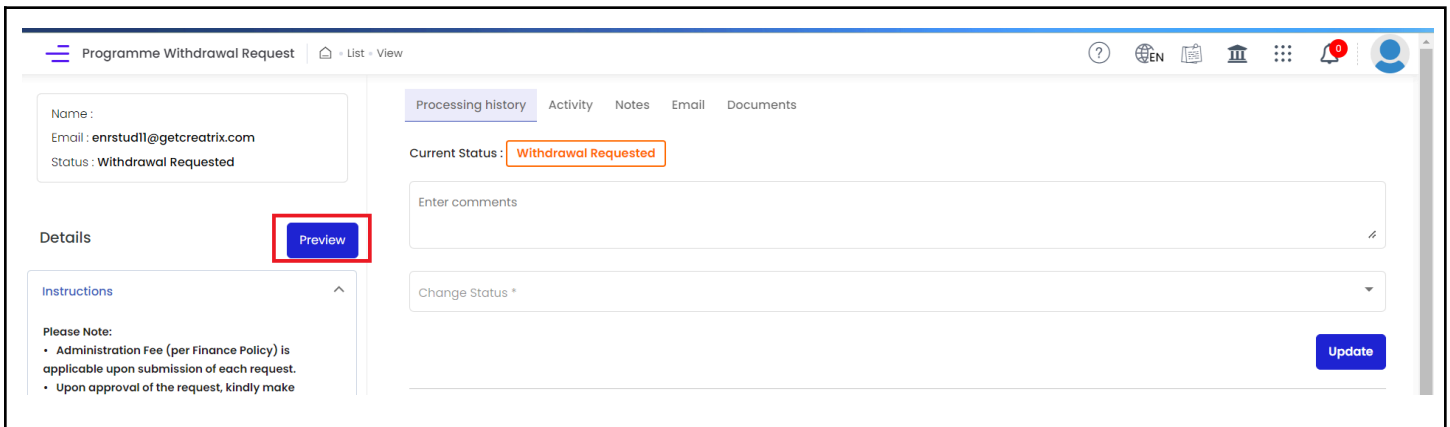**Step 1**: Click the Main Menu button > Student Services > Program Withdrawal.
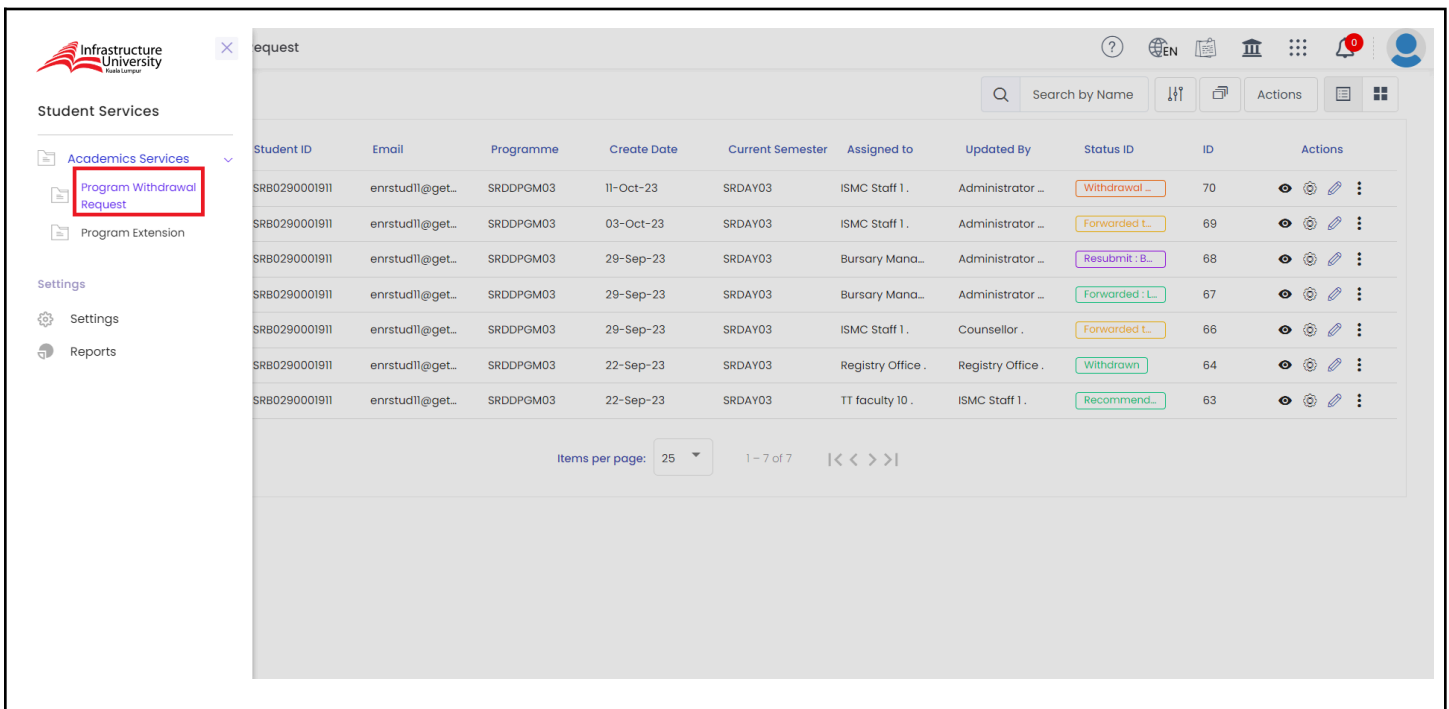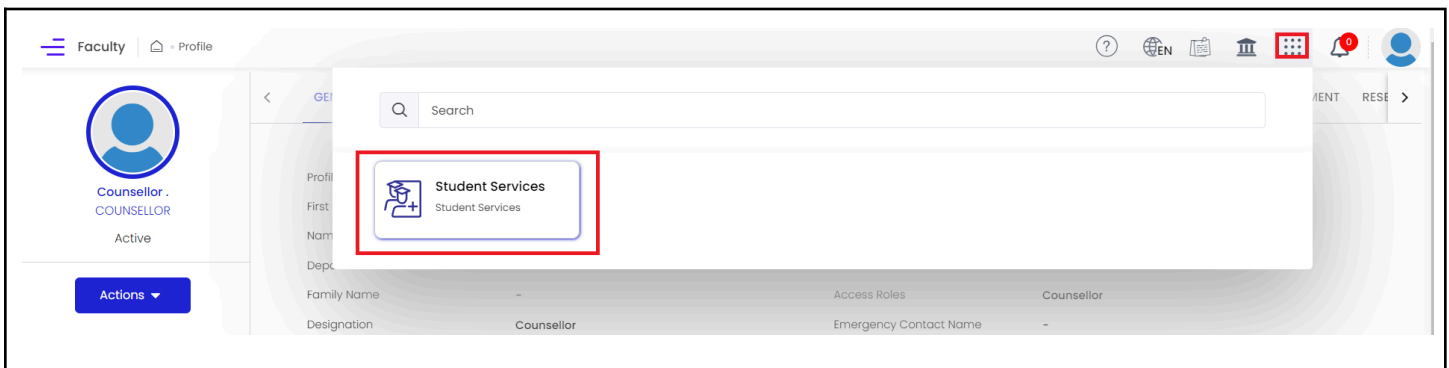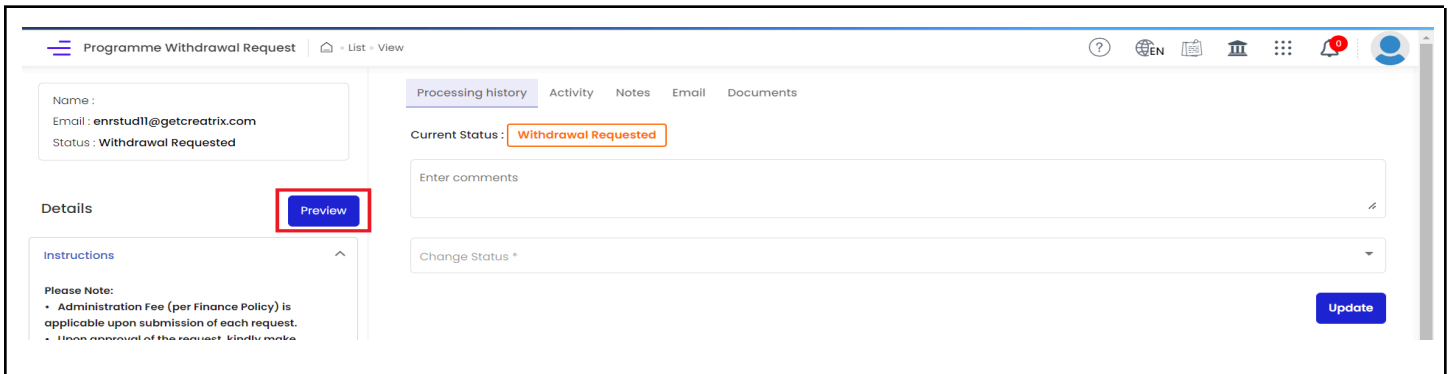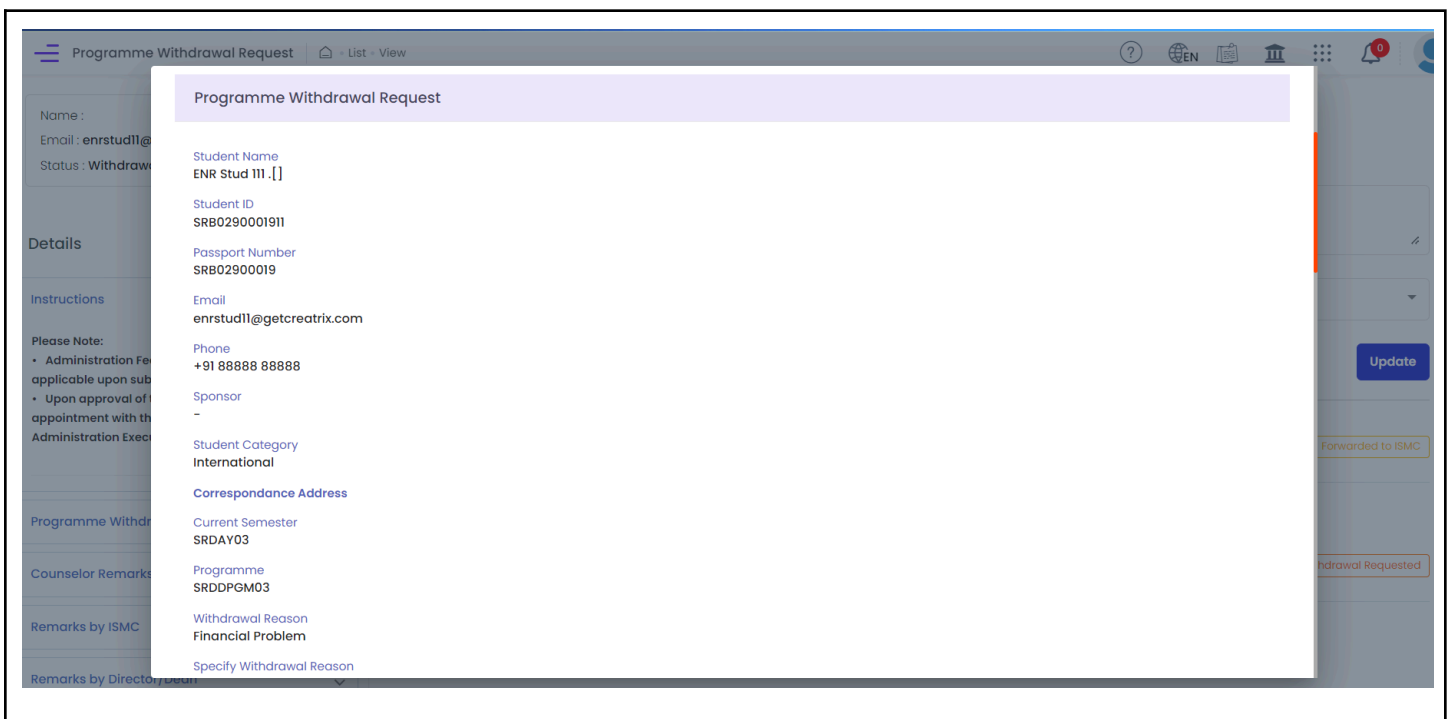
Step 2 : Once the counselor receives the request select detail view
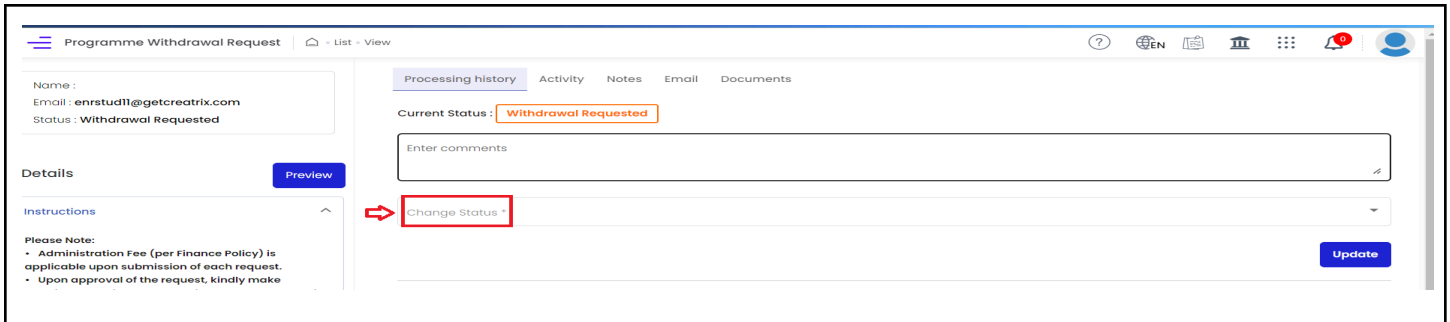

Step 3 : Select Preview to see the students' details of the students.

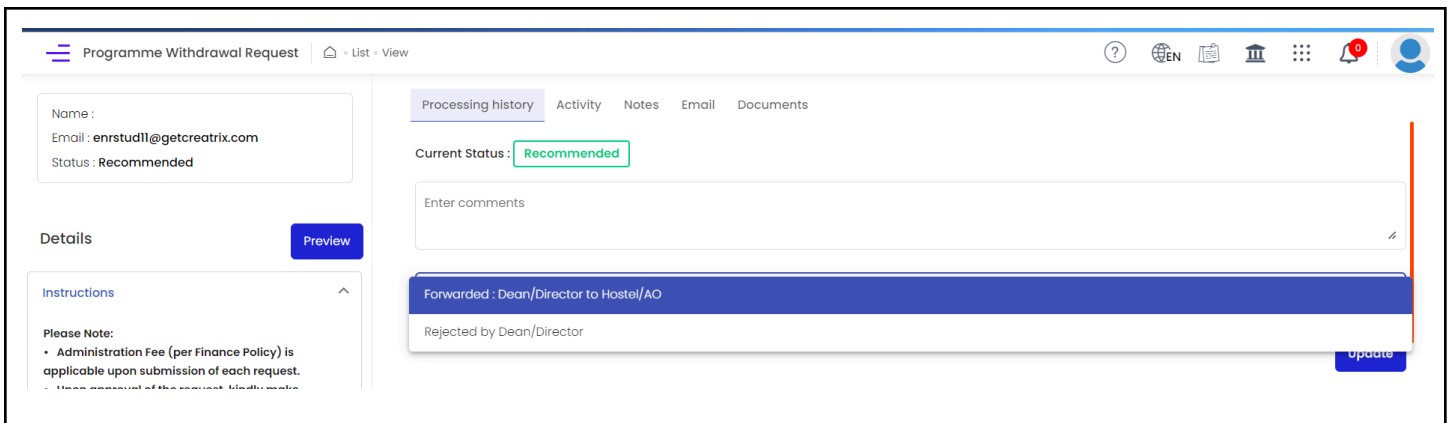**Step 4**: Once you click the preview, the student details are shown

Step 5 : Click the status dropdown to change the status

Step 6 : Select the status from the dropdown option

2.3 ISMC Operations

After the counselor recommends, if the student is an international student then this has forwarded to ISMC:

- If the students have all the documents perfectly they recommend to next process
- If they need any supporting documents they request the document to students
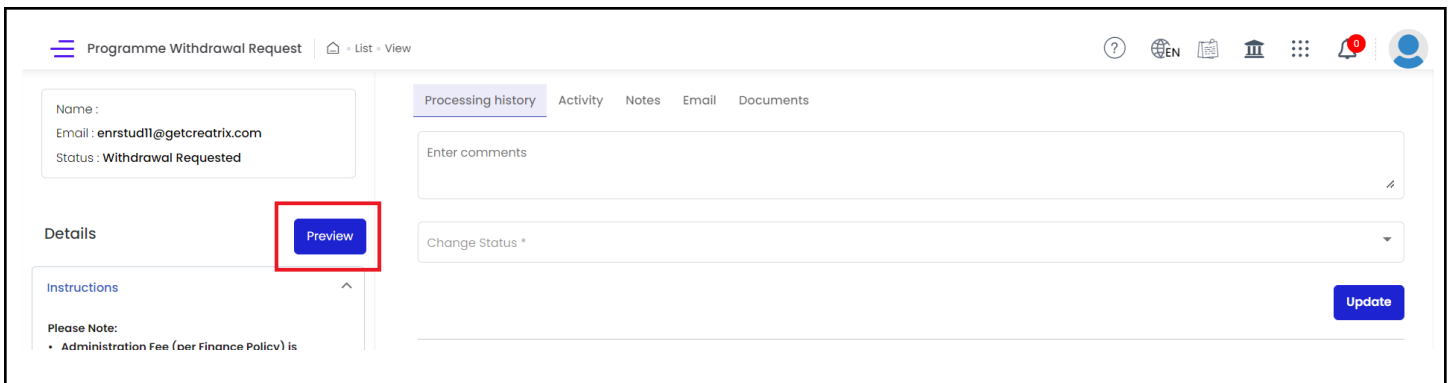
Step-by-Step Process of ISMC Operations:

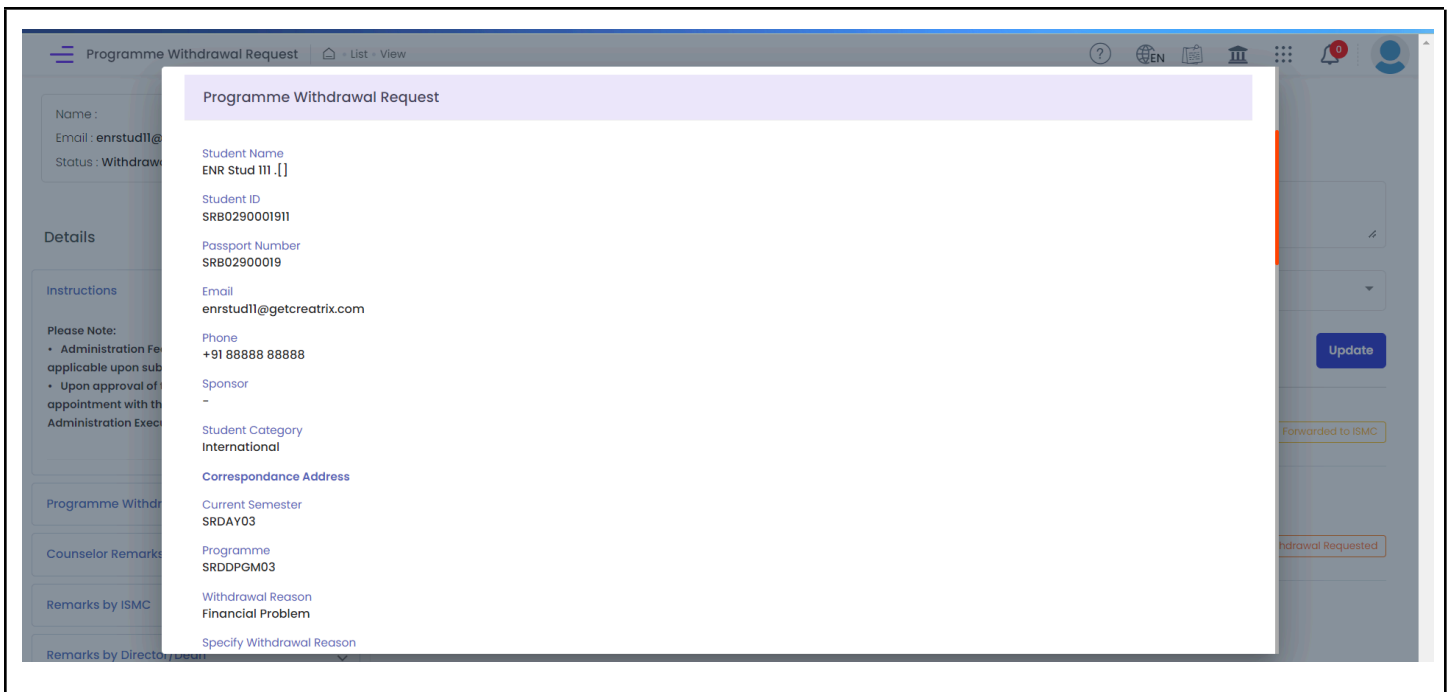**Step 1** : Click on the Main Menu button > Student Services > Program Withdrawal.
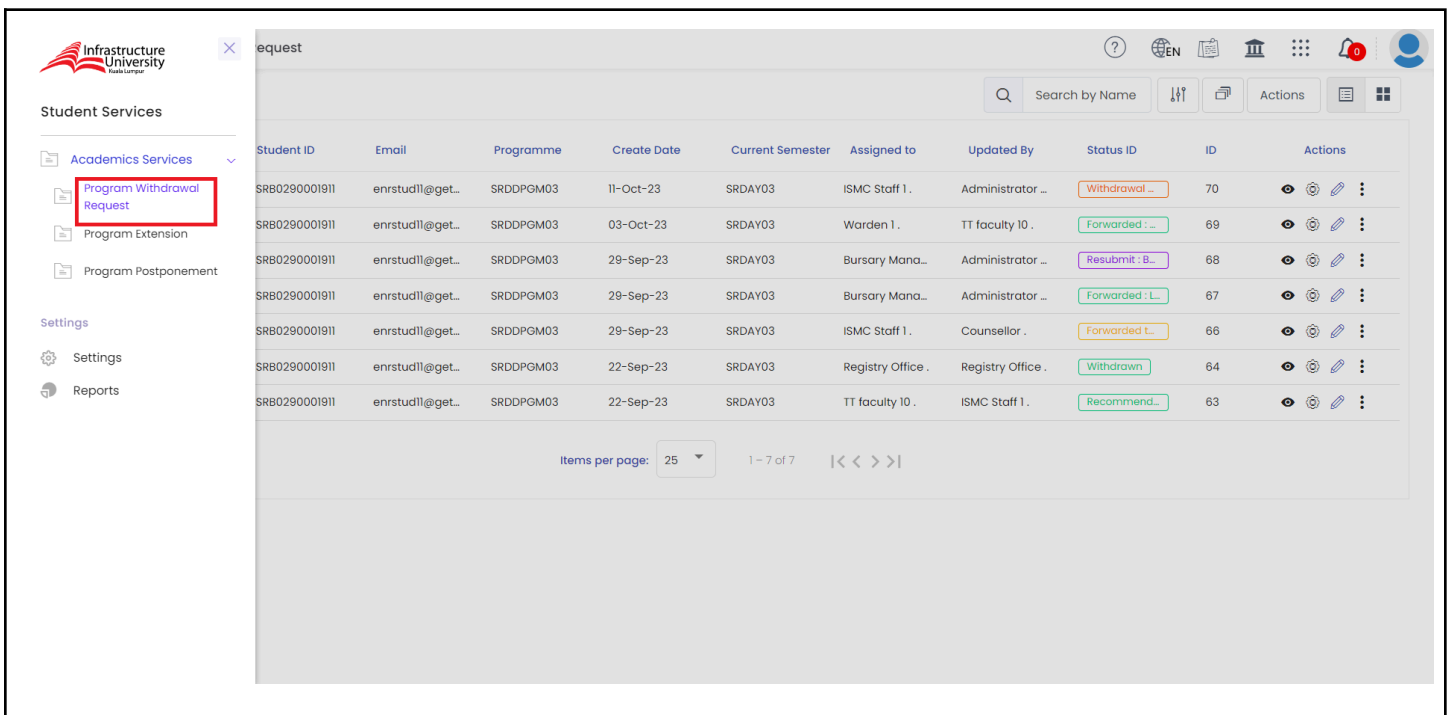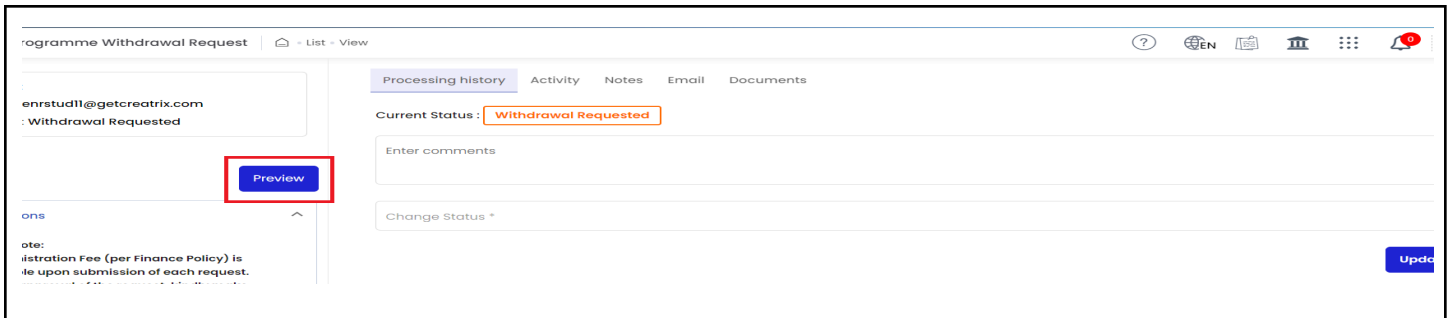
Step 2 : Once the ISMC receives the request, select detail view
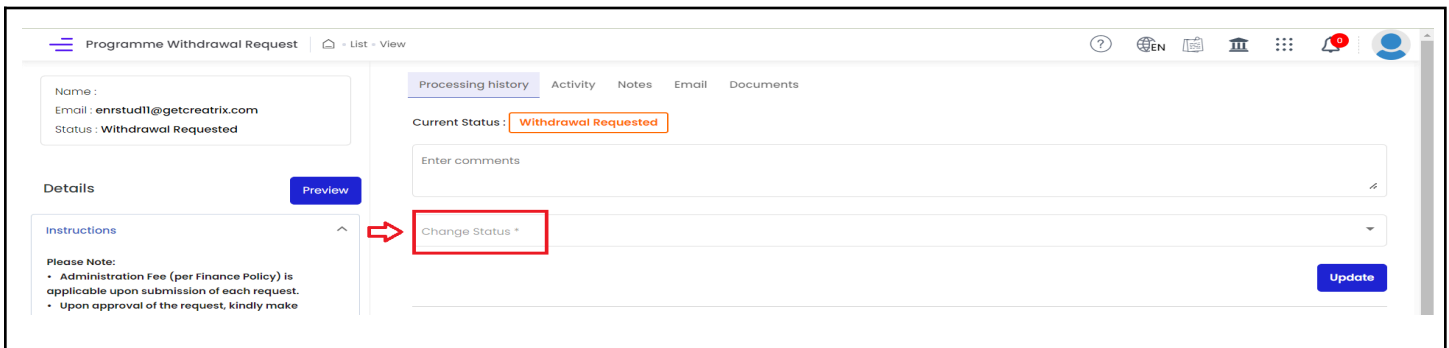

Step 3 : Select preview to see the students' details of the students

Step 4 : Once you clicked the preview, the students details are shown

Step 5 : Click the status dropdown to change the status

Step 6 : Select the status from the dropdown option

2.4 Dean Operations

Upon receiving the forwarded request from the ISMC or Counselor:

- If the dean approves, the process advances to the next stage.
- If not approved, a notification is sent to the student.

Step-by-Step Process of Dean Operations:

Step 1 : Click the Main Menu button >> Student Services>>Program Withdrawal.
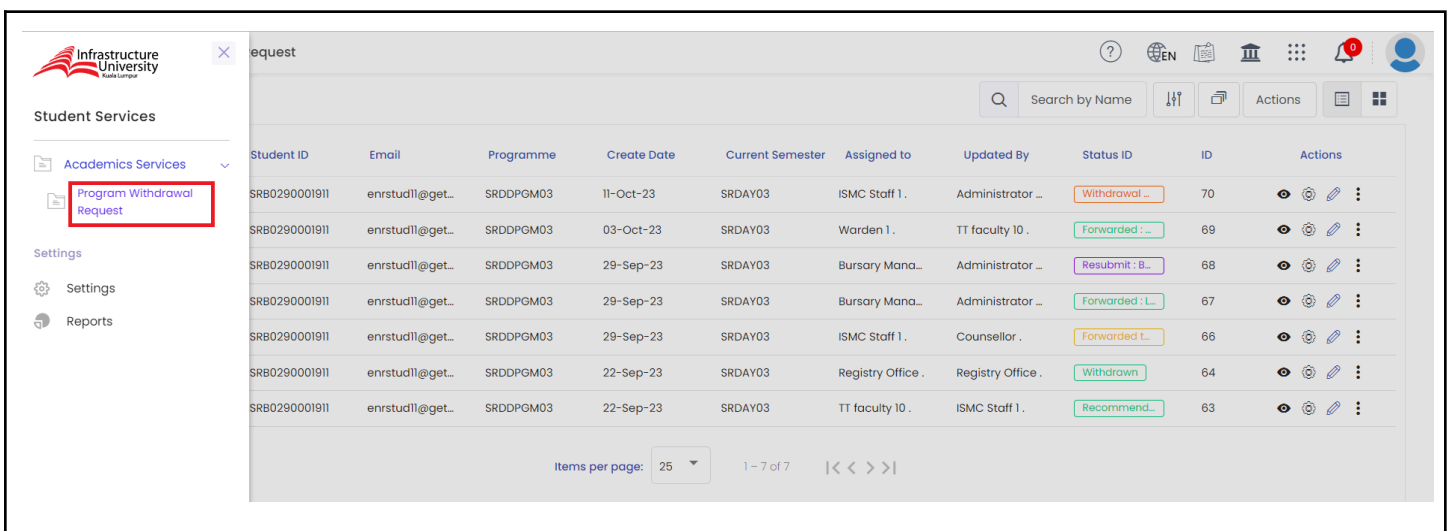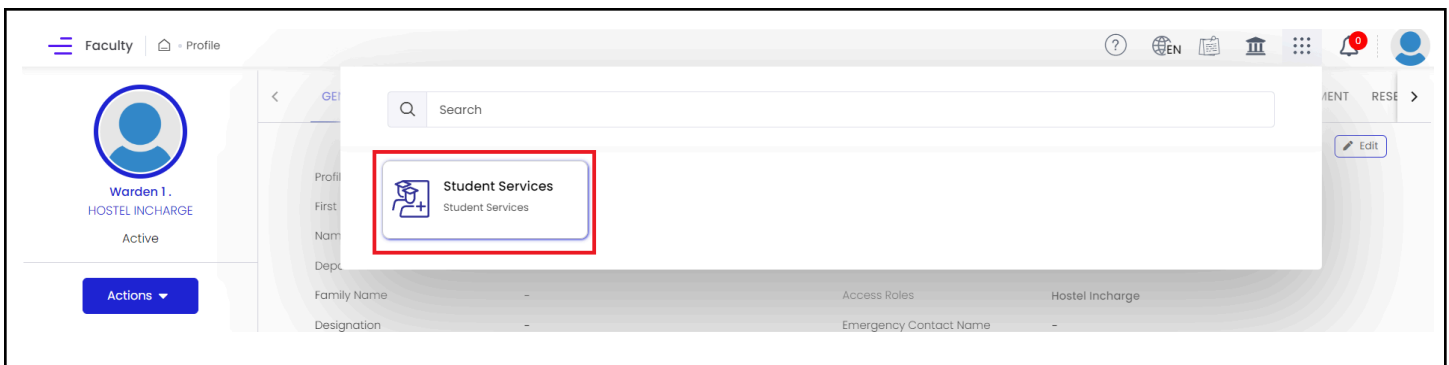
Step 2 : Once the dean received the request select detail view

Step 3: Select preview to see the students details of the students.

Step 4 : Once you clicked the preview, the students details are shown

Step 5 : Click the status dropdown to change the status

Step 6 : Select the status from the dropdown option

2.5 Hostel Operations

Upon receiving the forwarded request from the Dean:

- If the Hostel warden approves, the process advances to the next stage.
- If not approved, a notification is sent to the student.

Step-by-Step Process of Hostel Operations:

Step 1 : Click on the Main Menu button >> Student Services>>Program Withdrawal.

Step 2 : Once the hostel warden receives the request select detail view

Step 3 : Select preview to see the students details of the students.

Step 4 : Once you clicked the preview, the students details are shown

Step 5 : Click the status dropdown to change the status

Step 6 : Select the status from the dropdown option

2.6 Librarian Operations

Upon receiving the forwarded request from the Hostel warden:

- If the Librarian approves, the process advances to the next stage.
- If not approved, a notification is sent to the student.

Step-by-Step Process of Librarian Operations:

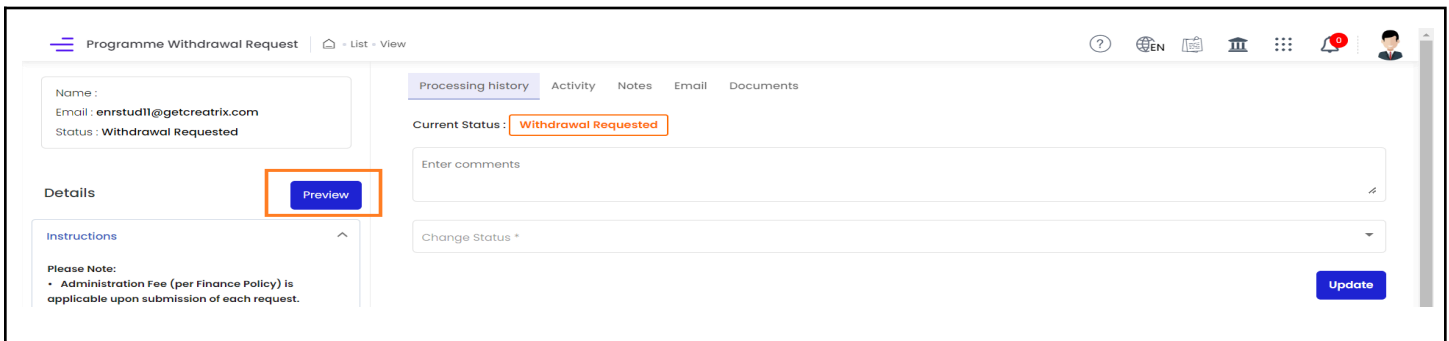**Step 1** : Click on the Main Menu button >> Student Services>>Program Withdrawal.
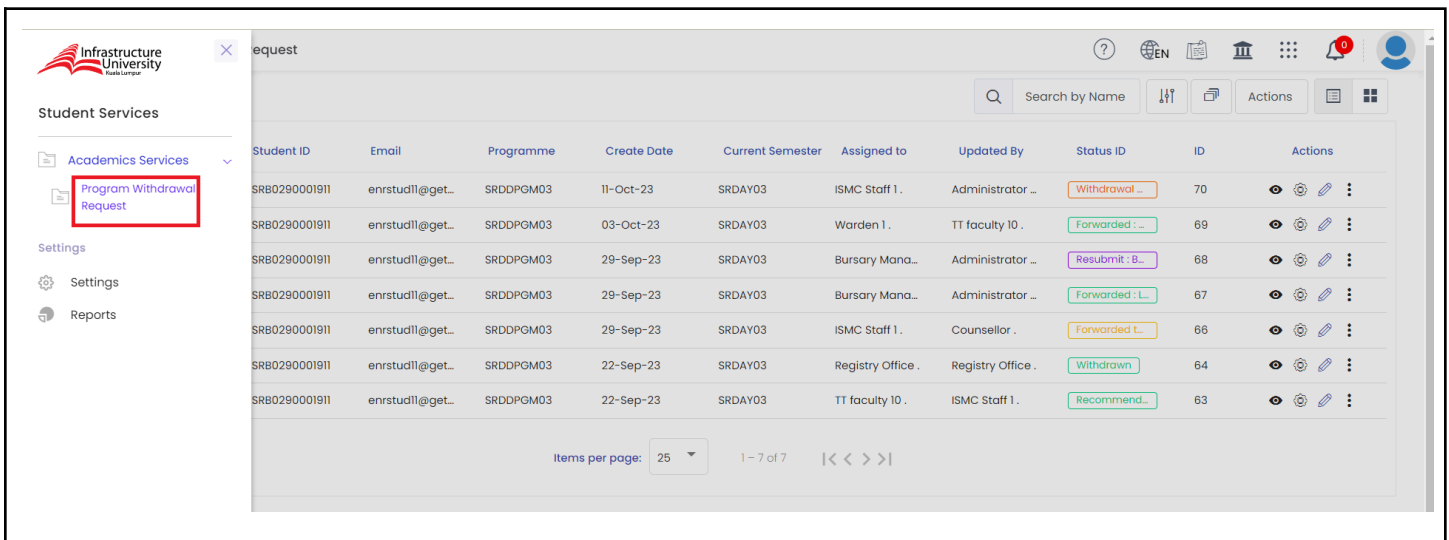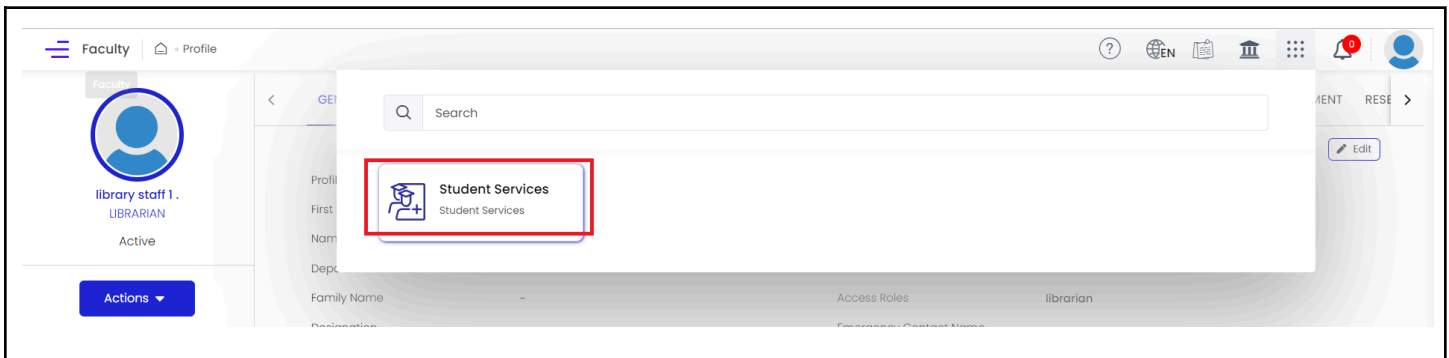
Step 2 : Once the librarian receives the request, select detail view

Step 3 : Select preview to see the students details of the students.

Step 4 : Once you click the preview, the student's details are shown

Step 5 : Click the status dropdown to change the status

Step 6 : Select the status from the dropdown option

2.7 Bursary Operations

Upon receiving the forwarded request from the Librarian:

- The bursary examines both the Must Settle outstanding and Outstanding Partially paid components.
  - If either is confirmed, a notification is sent to the student.
- In case supporting documents are required, the student is notified accordingly.
- The bursary also verifies the status of Outstanding Fully Paid. If confirmed, it proceeds to recommend the next step in the process.

Step-by-Step Process of Bursary Operations:

Step 1 : Click on the Main Menu button > Student Services > Program Withdrawal.

Step 2 : Once the bursary received the request select detail view

Step 3 : Select preview to see the students details of the students.

Step 4 : Once you clicked the preview, the students details are shown

Step 5 : Click the status dropdown to change the status
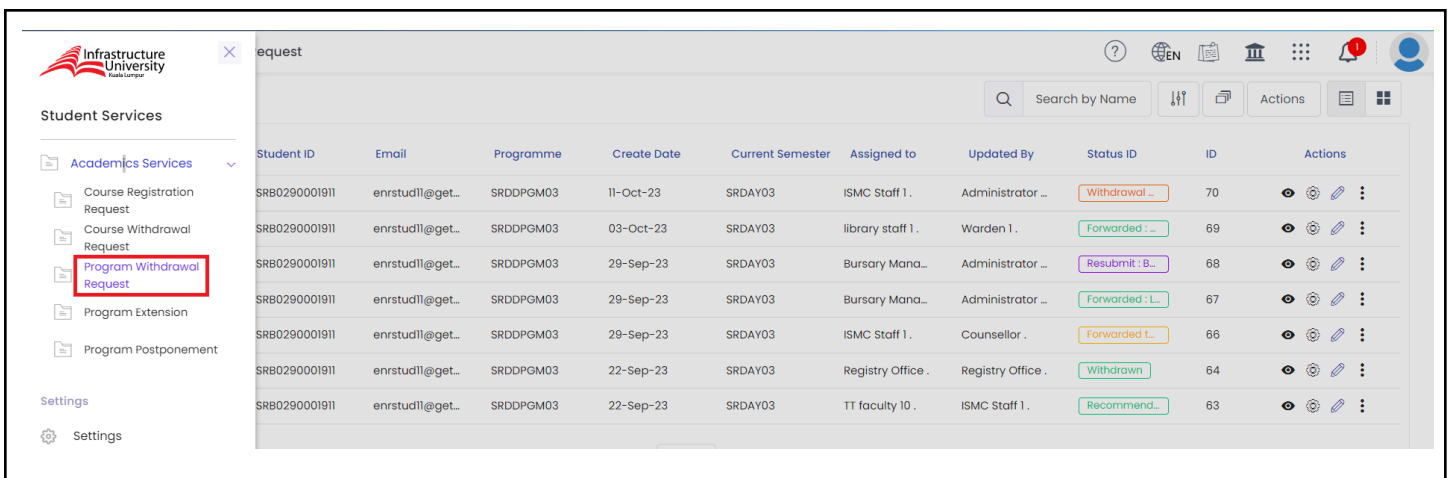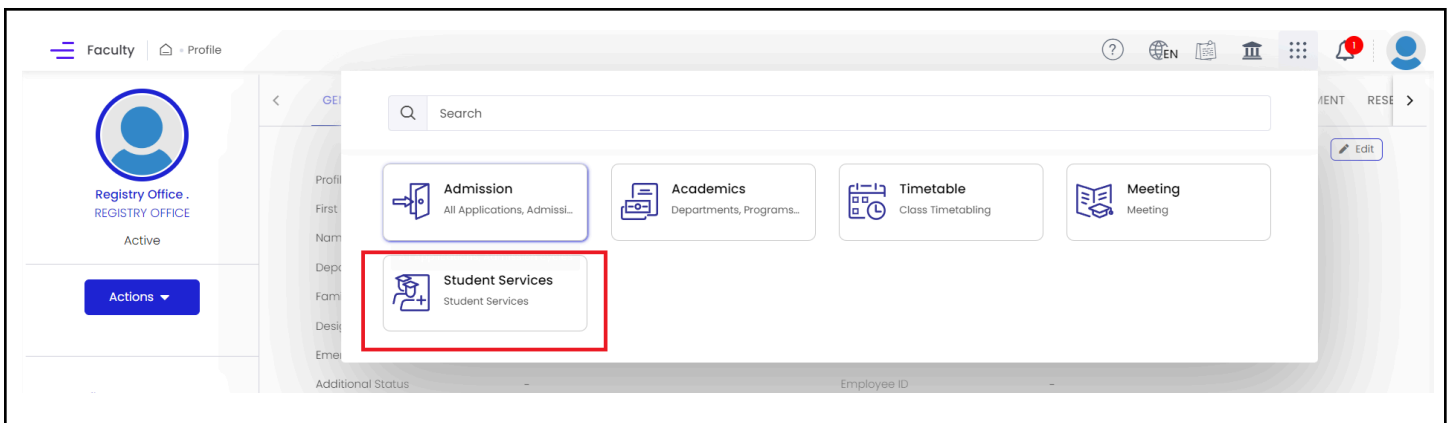

Step 6 : Select the status from the dropdown option

2.8 Registry Officer Operations

Upon receiving the forwarded request from the bursary:
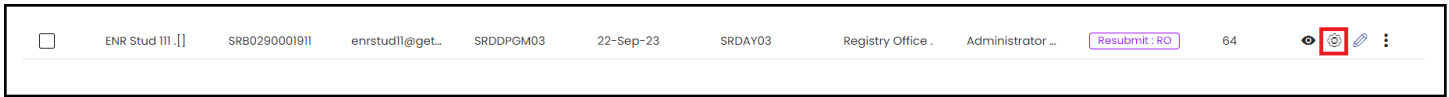
- The registry processes the request by either approving, rejecting, or withdrawing it.

Step-by-Step Process of Registry Officer Operations:

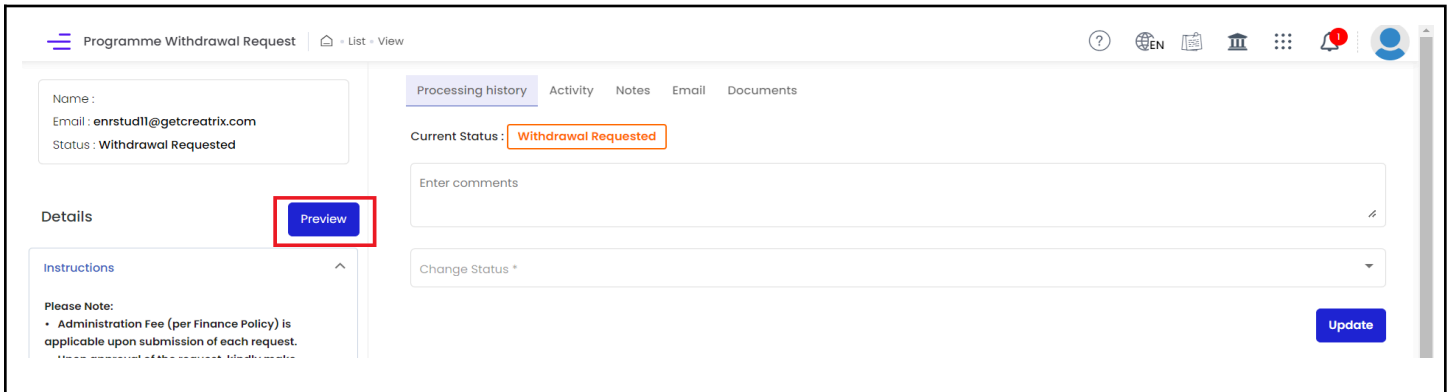Step 1 : Click on the Main Menu button >> Student Services>>Program Withdrawal.

Step 2 : Once the registry officer receives the request, select detail view

Step 3 : Select preview to see the students details of the students.

Step 4 : Once you clicked the preview, the students details are shown

Step 5 : Click the status dropdown to change the status

Step 6 : Select the status from the dropdown option