

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

USER MANUAL
PROGRAM WITHDRAWAL

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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.

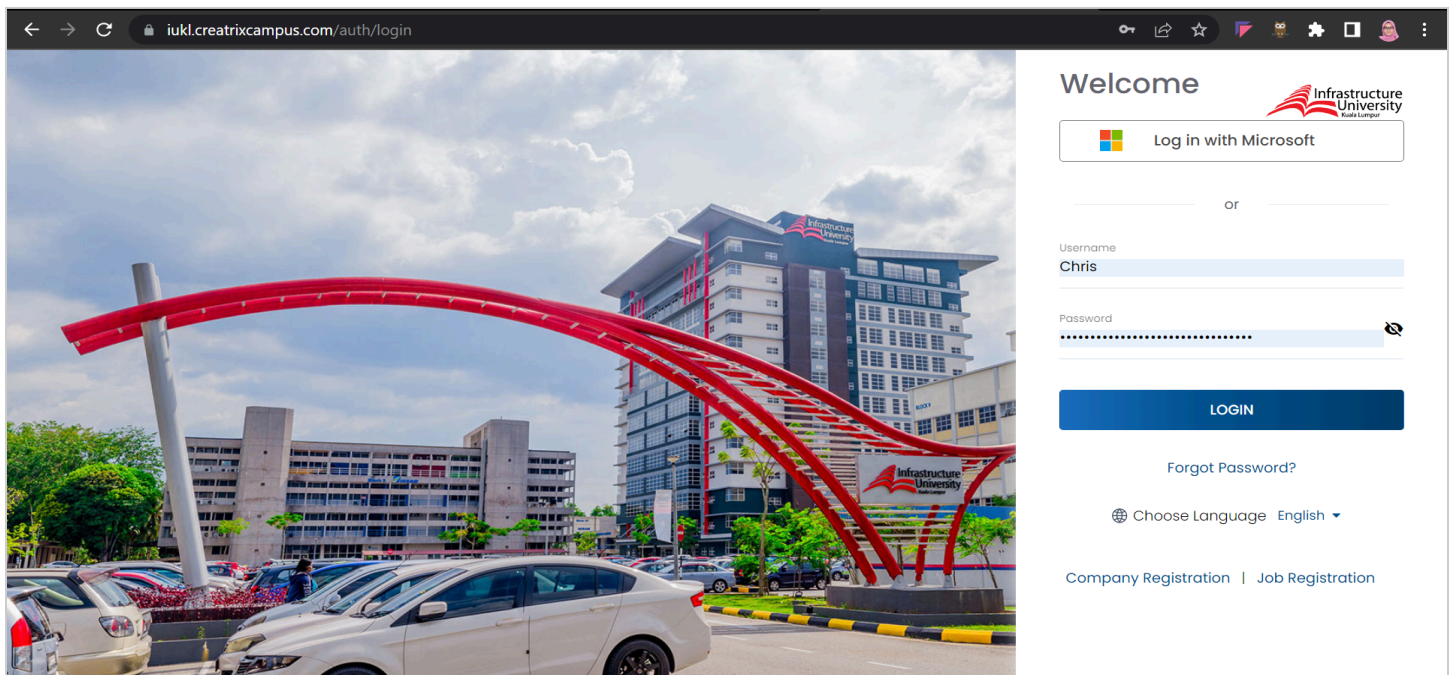
2. PROGRAM WITHDRAWAL PROCESS

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.

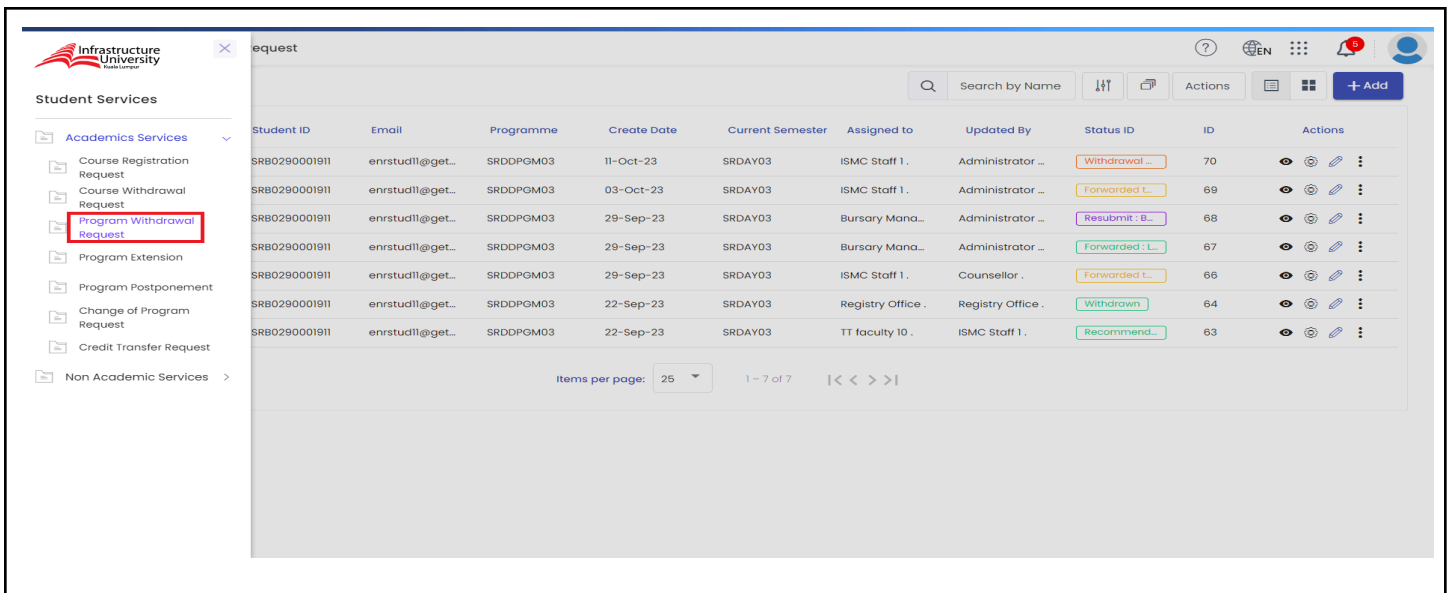
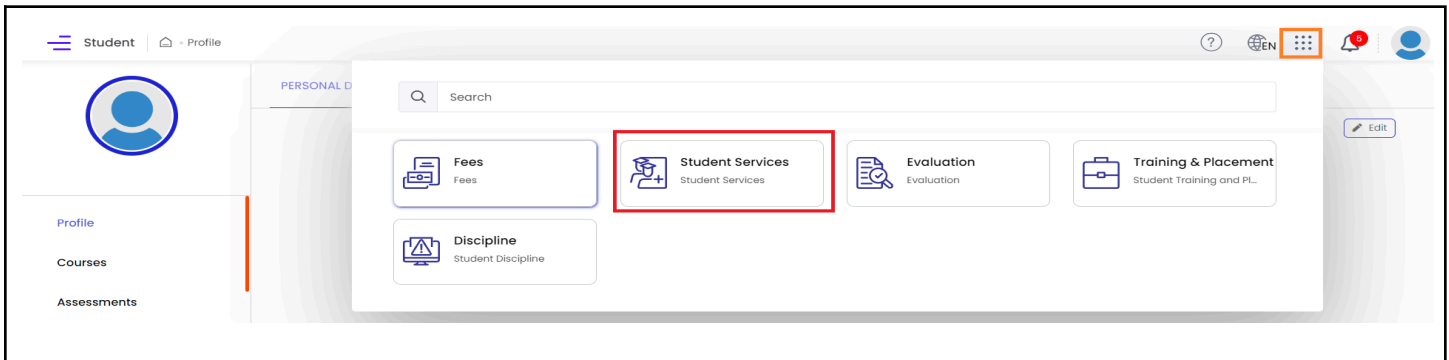
2.1 Student Operations

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Step 3: User will be redirected to the Program withdrawn request feature.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.

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 III .[]

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

7

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Step 5: Now, a new withdrawn request form will be submitted.

Programme Withdrawal Request

?

EN

5

All (7)

Q

Search by Name

Actions

+ Add

<input type="checkbox"/>	Student Name	Student ID	Email	Programme	Create Date	Current Semester	Assigned to	Updated By	Status ID	ID	Actions
<input type="checkbox"/>	ENR Stud 111. []	SR80290001911	enrstud11@get...	SRDDPGM03	11-Oct-23	SRDAY03	ISMC Staff 1.	Administrator ...	Withdrawal ...	70	<div></div> <div></div> <div></div> <div></div>

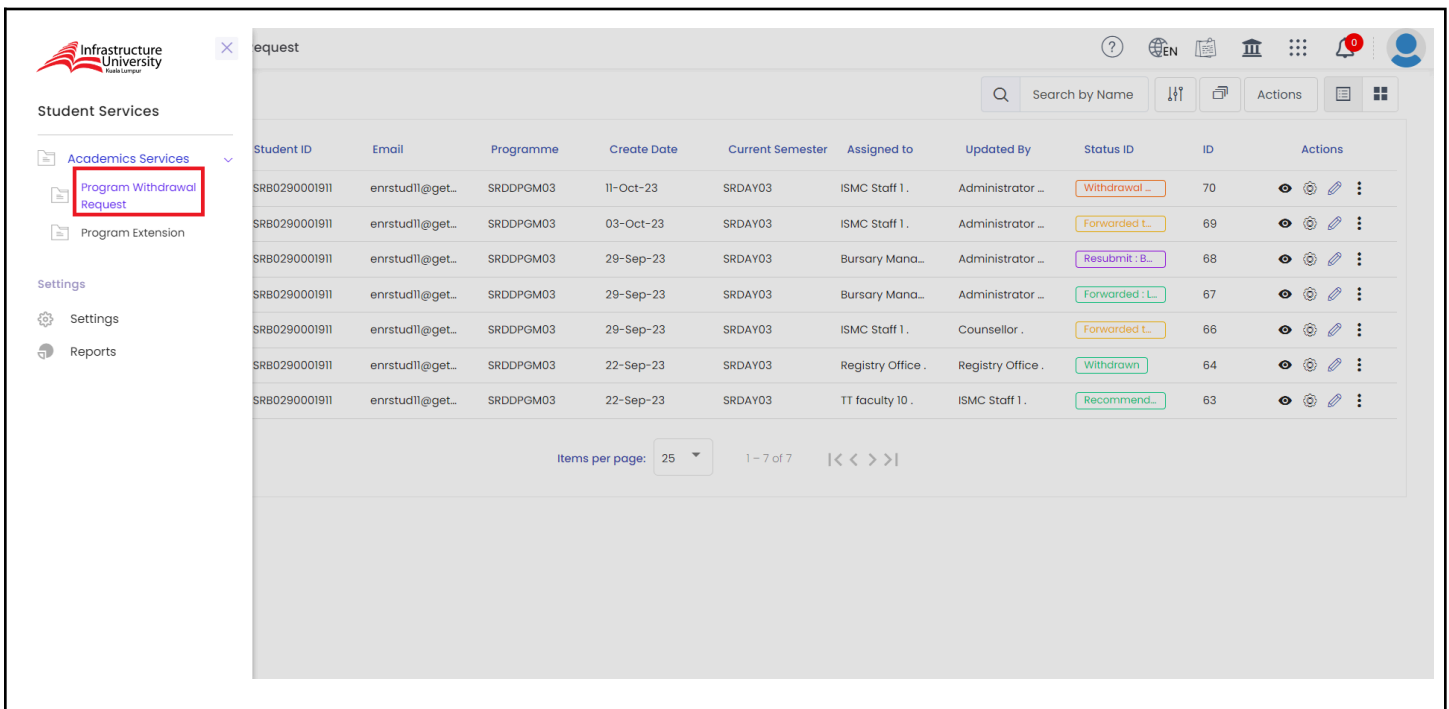
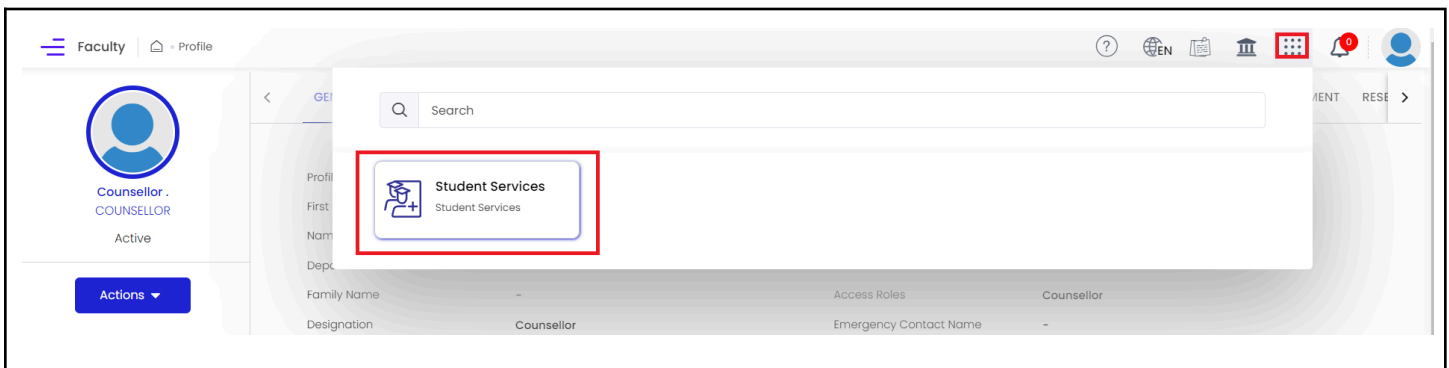
2.2 Counselor Operations

Once the counselor receives the student's request:

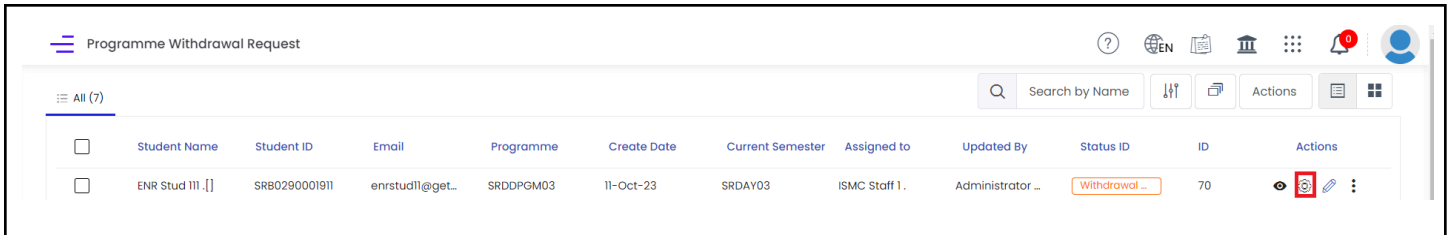
- If the student is an International student, it is forwarded to the ISMC.
- If the student is local, it is forwarded to the dean.




Step-by-Step Process of Counselor Operations:

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

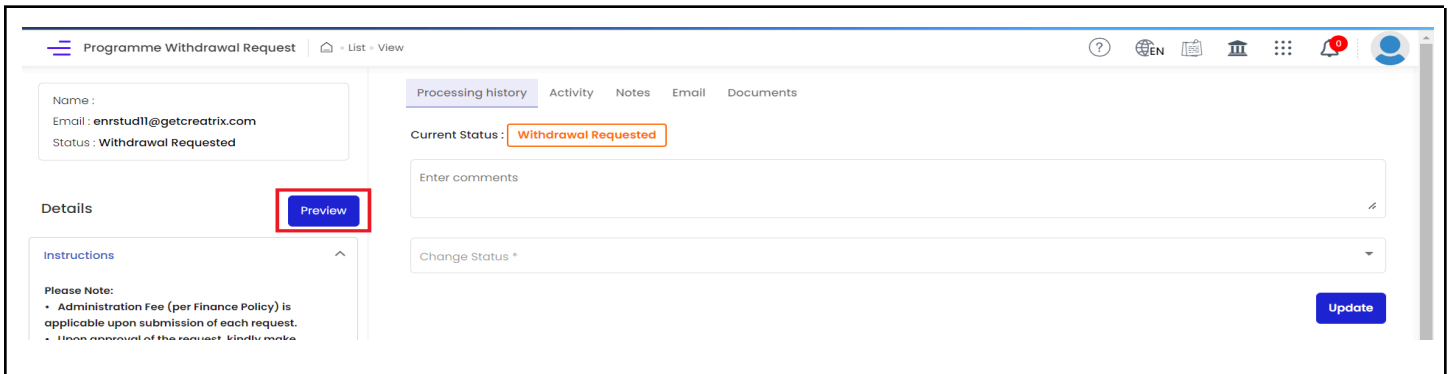


Step 2 : Once the counselor receives the request select detail view



	Student Name	Student ID	Email	Programme	Create Date	Current Semester	Assigned to	Updated By	Status ID	ID	Actions
<input type="checkbox"/>	ENR Stud III. [.]	SRB0290001911	enrstud11@get...	SRDDPGM03	11-Oct-23	SRDAY03	ISMC Staff 1.	Administrator ...	Withdrawal ...	70	  

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



Programme Withdrawal Request

Name :
Email : enrstud11@getcreatix.com
Status : Withdrawal Requested

Processing history Activity Notes Email Documents

Current Status : **Withdrawal Requested**

Enter comments

Change Status *

Preview

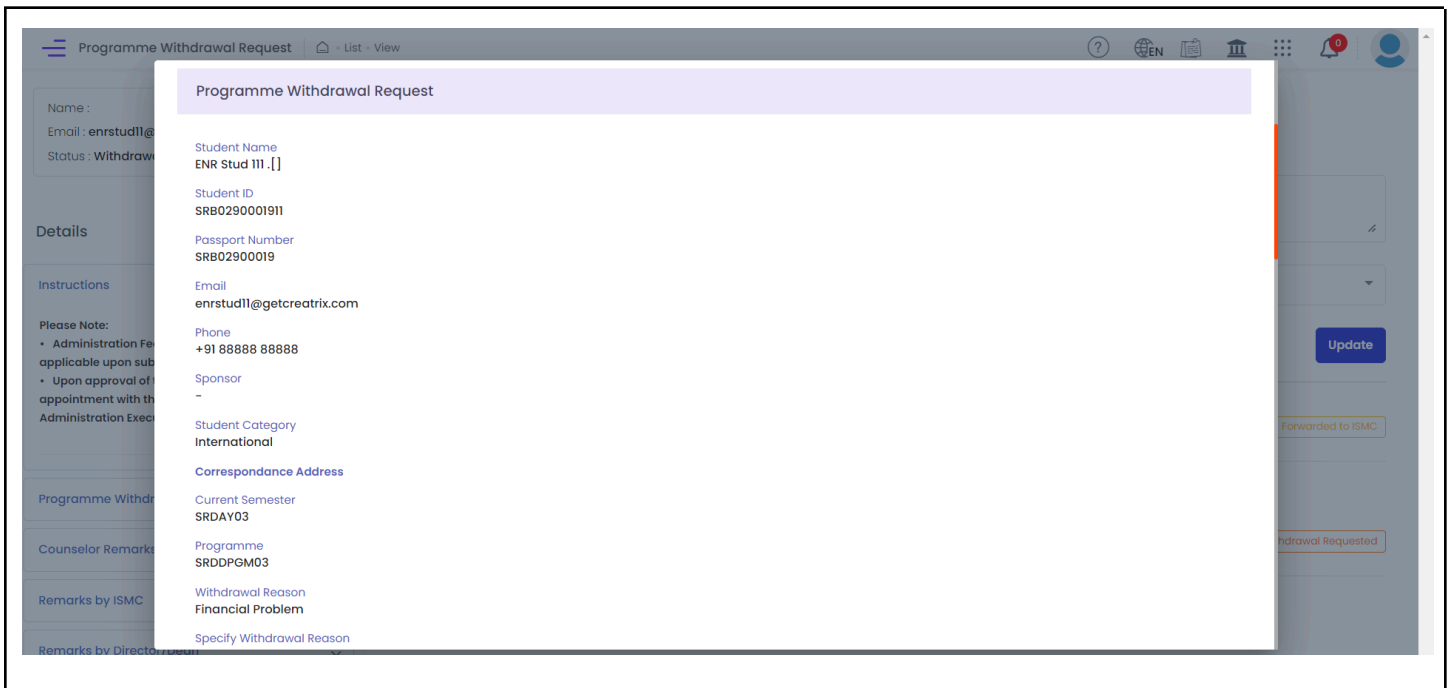
Update

Instructions

Please Note:

- Administration Fee (per Finance Policy) is applicable upon submission of each request.
- Upon approval of the request, kindly make

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



Programme Withdrawal Request

Student Name
ENR Stud III. [.]

Student ID
SRB0290001911

Passport Number
SRB02900019

Email
enrstud11@getcreatix.com

Phone
+91 88888 88888

Sponsor
-

Student Category
International

Correspondance Address

Current Semester
SRDAY03

Programme
SRDDPGM03

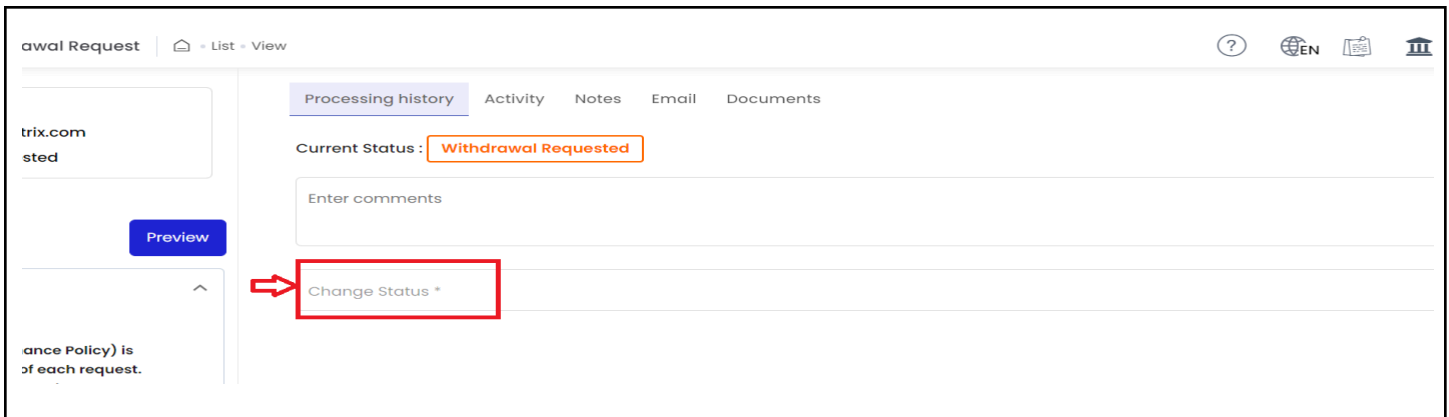
Withdrawal Reason
Financial Problem

Specify Withdrawal Reason

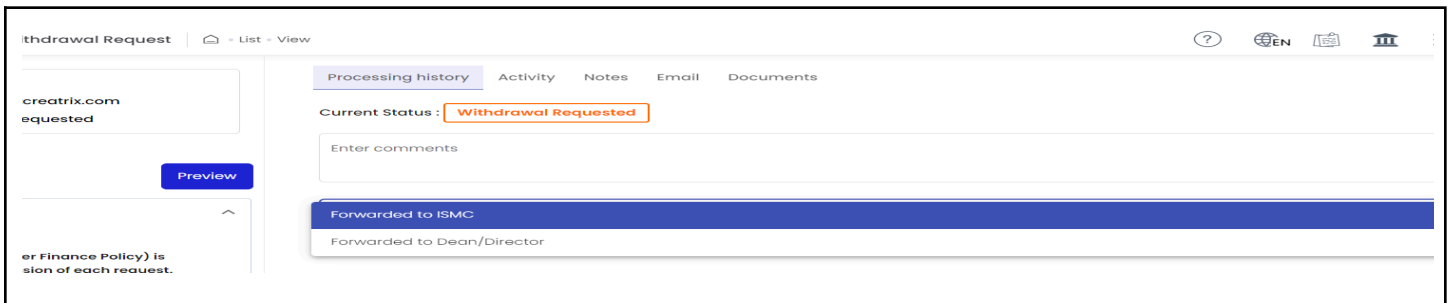
Update

Forwarded to ISMC

Withdrawal Requested

Step 5 : Click the status dropdown to change the status

The screenshot shows a web form titled "Request" with a breadcrumb "List > View". On the left, there is a sidebar with a "Preview" button and some text. The main content area has tabs for "Processing history", "Activity", "Notes", "Email", and "Documents". The "Current Status" is "Withdrawal Requested". Below this is a text input field for "Enter comments". A red box highlights the "Change Status *" dropdown menu, with a red arrow pointing to it.

Step 6 : Select the status from the dropdown option

The screenshot shows the same web form as in Step 5, but the "Change Status *" dropdown menu is now open, displaying two options: "Forwarded to ISMC" and "Forwarded to Dean/Director". The "Current Status" remains "Withdrawal Requested".

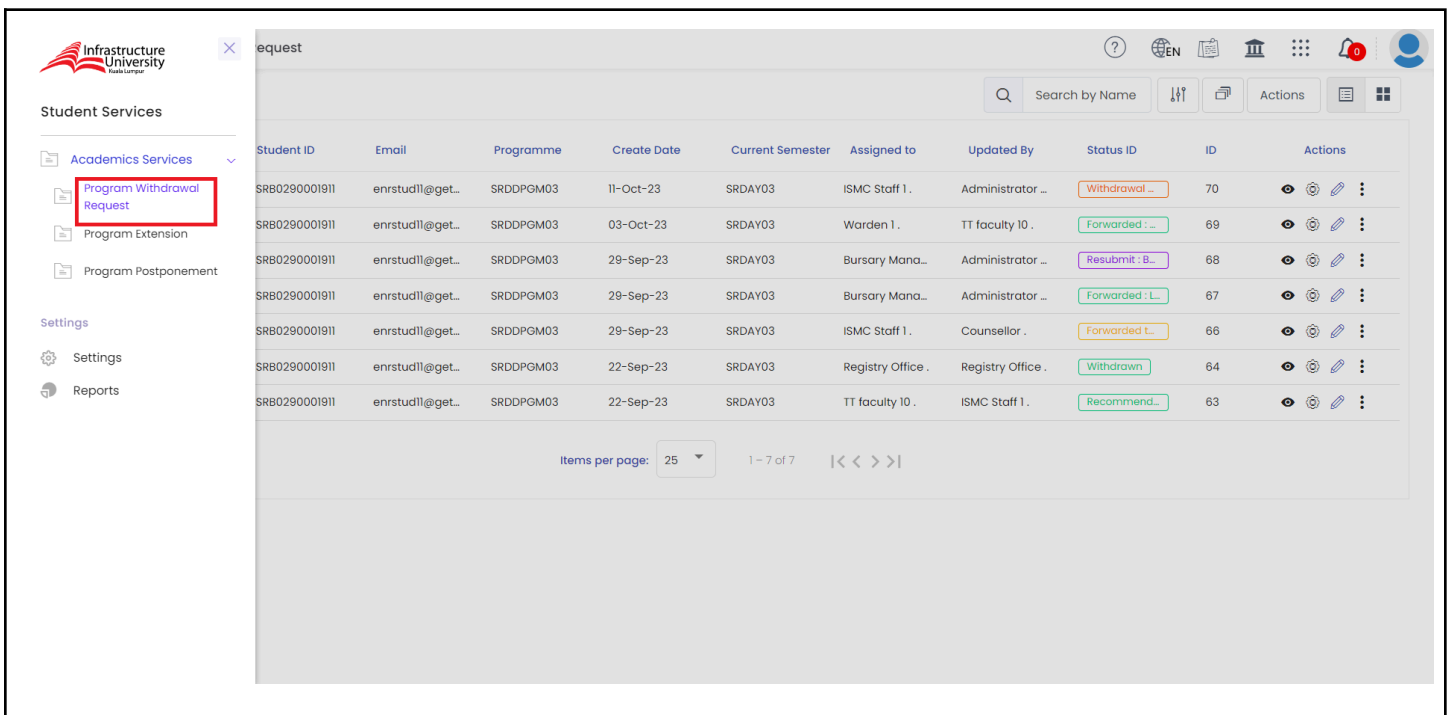
2.3 ISMC Operations

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.

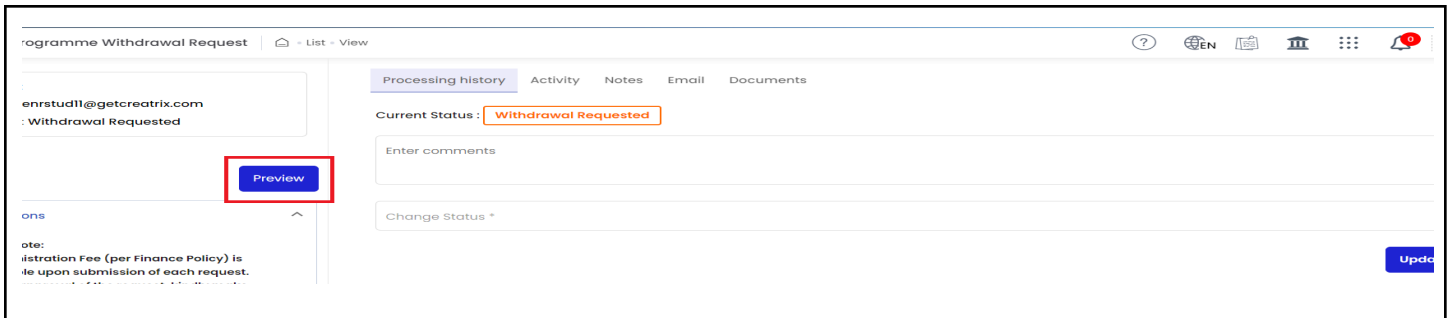


Step 2 : Once the ISMC receives the request, select detail view



ENR Stud 111.[] SRB0290001911 enrstud11@get... SRDDPGM03 29-Sep-23 SRDAY03 ISMC Staff 1. Counsellor . Forwarded L... 66   

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



Programme Withdrawal Request List - View

enrstud11@getcreatix.com
Withdrawal Requested

Processing history Activity Notes Email Documents

Current Status : **Withdrawal Requested**

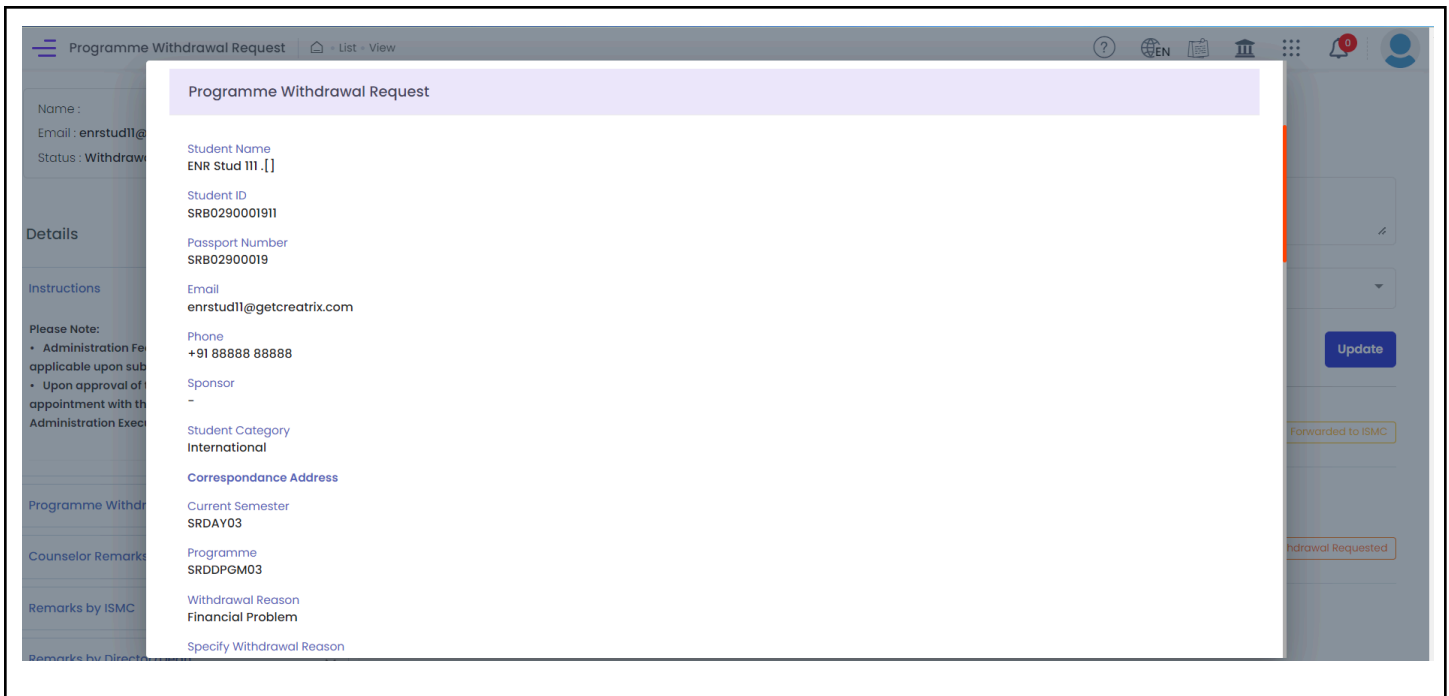
Enter comments

Change Status *

Preview

Update

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



Programme Withdrawal Request List - View

Name :
Email : enrstud11@getcreatix.com
Status : Withdrawal Requested

Details

Instructions

Please Note:

- Administration Fee applicable upon submission of the request.
- Upon approval of the request, the student must be appointed with the Administration Executive.

Programme Withdrawal Request

Counselor Remarks

Remarks by ISMC

Remarks by Director

Student Name
ENR Stud 111.[]

Student ID
SRB0290001911

Passport Number
SRB02900019

Email
enrstud11@getcreatix.com

Phone
+91 88888 88888

Sponsor
-

Student Category
International

Correspondance Address

Current Semester
SRDAY03

Programme
SRDDPGM03

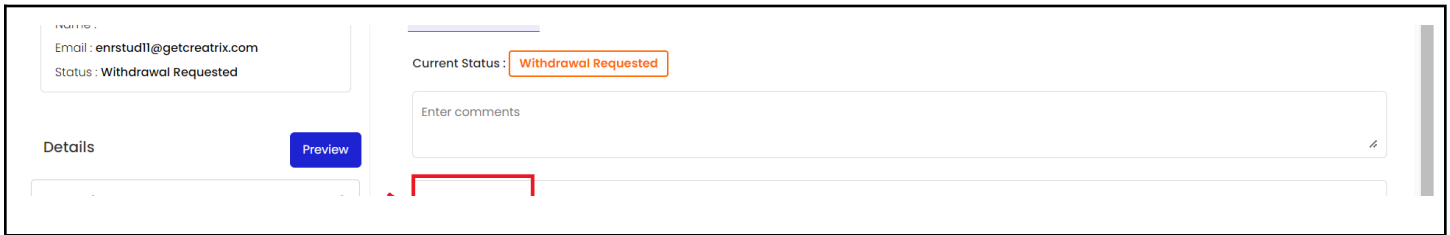
Withdrawal Reason
Financial Problem

Specify Withdrawal Reason

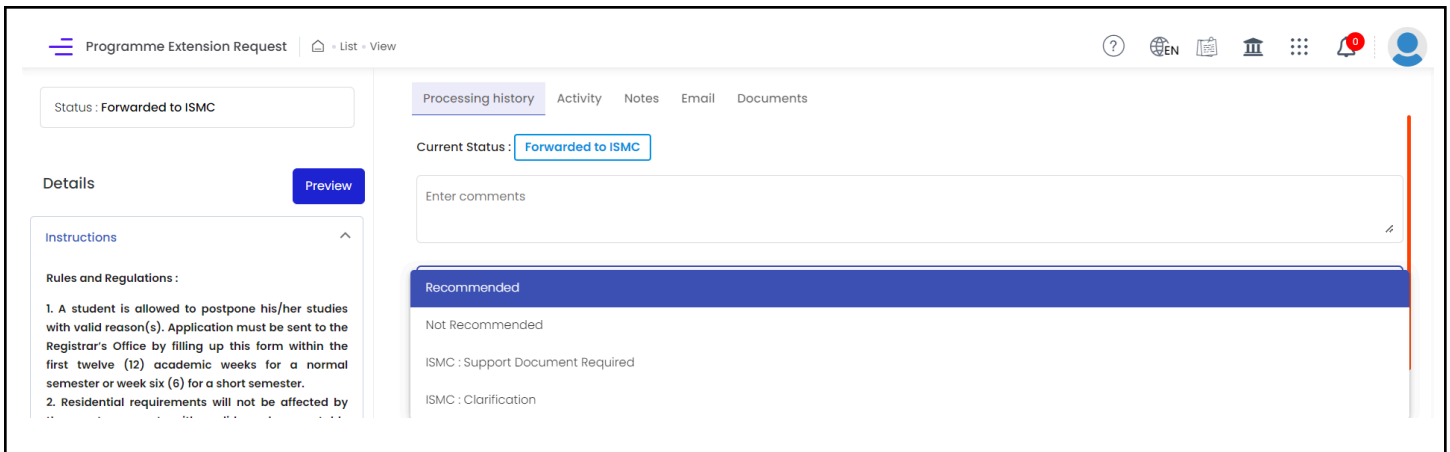
Update

Forwarded to ISMC

Withdrawal Requested

Step 5 : Click the status dropdown to change the status

The screenshot shows a web form for a 'Programme Extension Request'. On the left, there is a 'Details' section with a 'Preview' button. The main form area has a 'Current Status' dropdown menu currently set to 'Withdrawal Requested'. Below this is a text area labeled 'Enter comments'. A red box highlights the 'Current Status' dropdown menu.

Step 6 : Select the status from the dropdown option

The screenshot shows the same web form as in Step 5, but now the 'Current Status' dropdown menu is set to 'Forwarded to ISMC'. The 'Details' section on the left now shows 'Instructions' and 'Rules and Regulations'. The 'Recommended' section on the right is expanded, showing options: 'Not Recommended', 'ISMC : Support Document Required', and 'ISMC : Clarification'. A red box highlights the 'Current Status' dropdown menu.

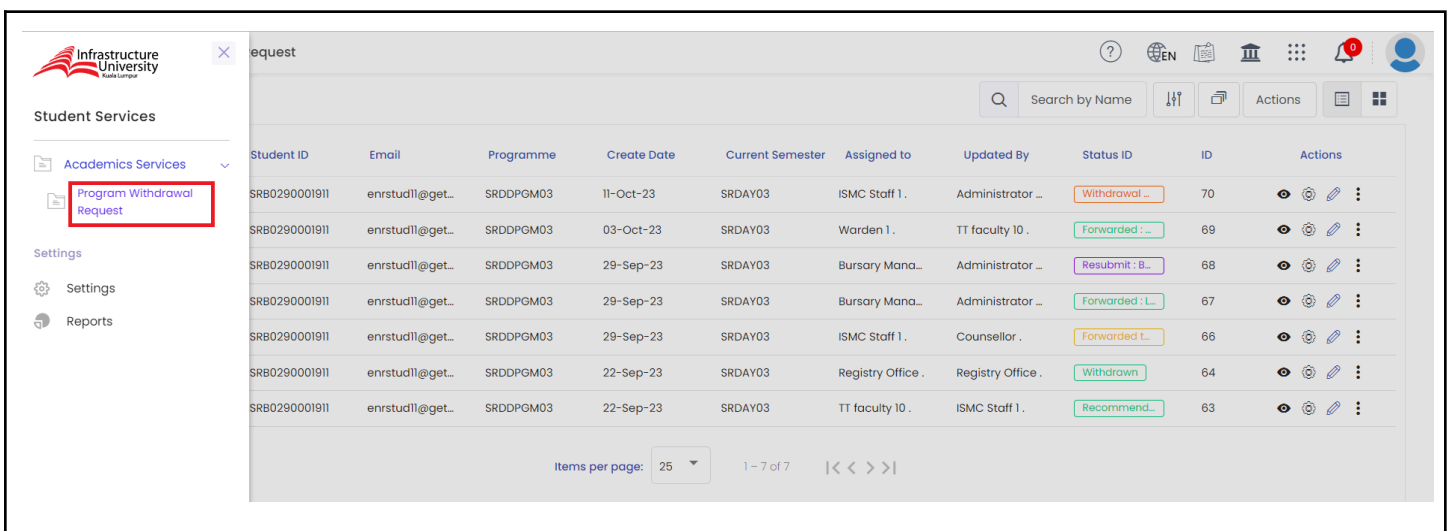
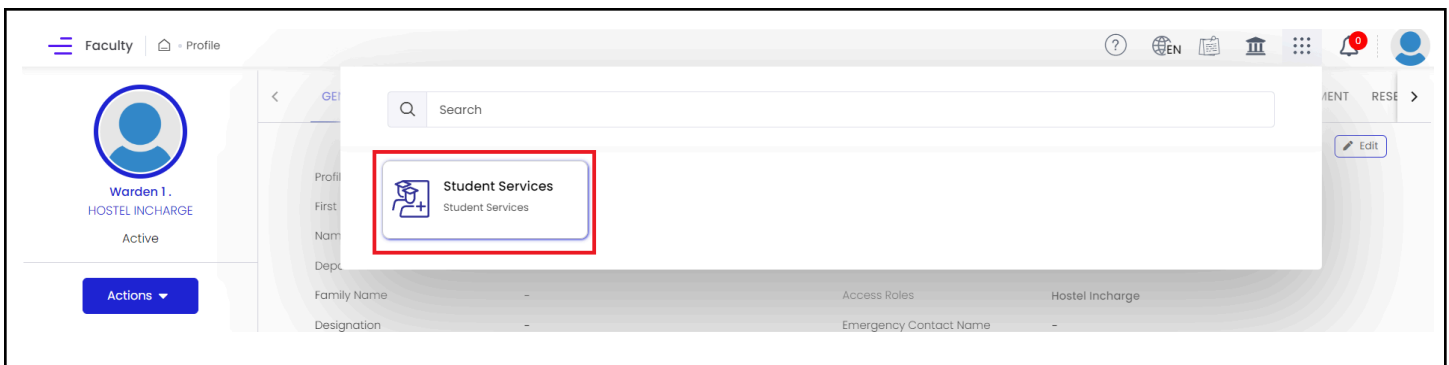
2.4 Dean Operations

Upon receiving the forwarded request from the ISMC or Counselor:

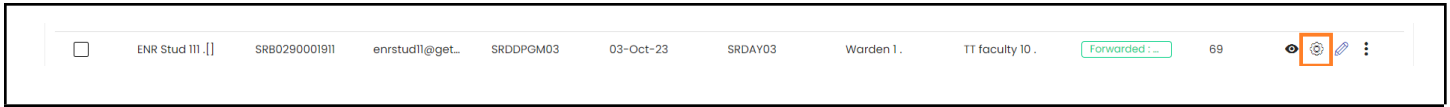
- If the dean approves, the process advances to the next stage.
- If not approved, a notification is sent to the student.

Step-by-Step Process of Dean Operations:

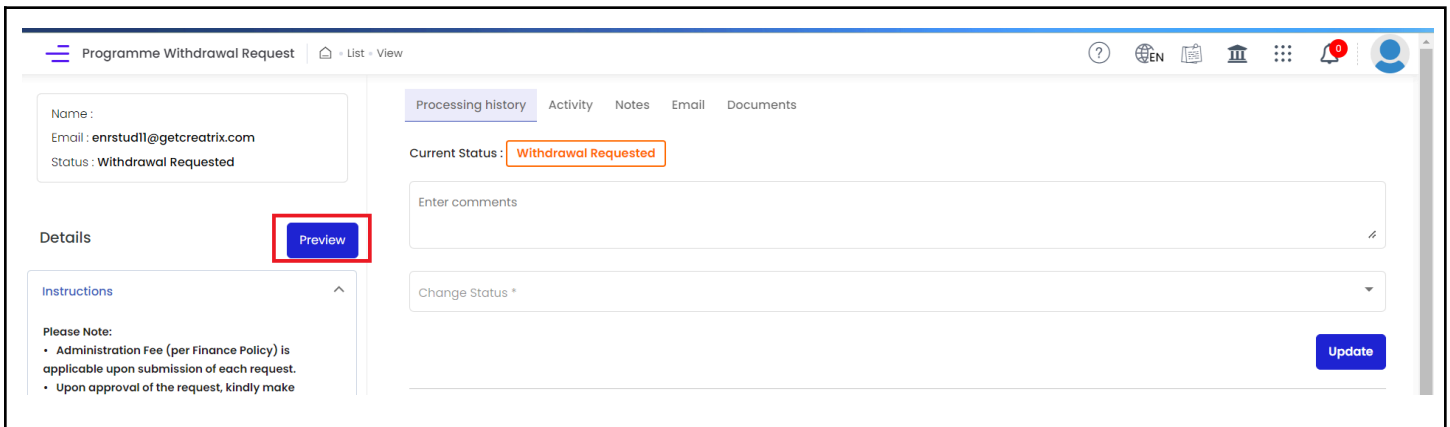
Step 1 : Click the Main Menu button >> Student Services>>Program Withdrawal.



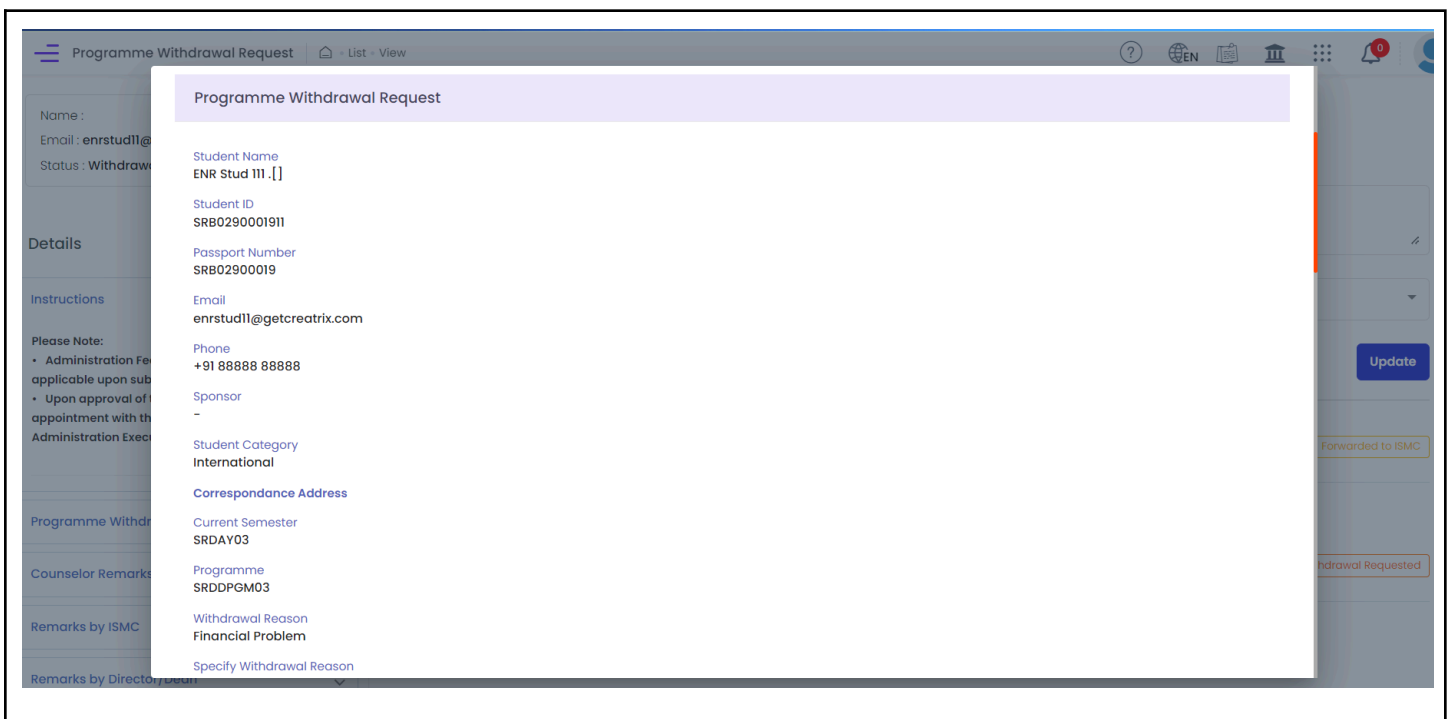
Step 2 : Once the dean received the request select detail view

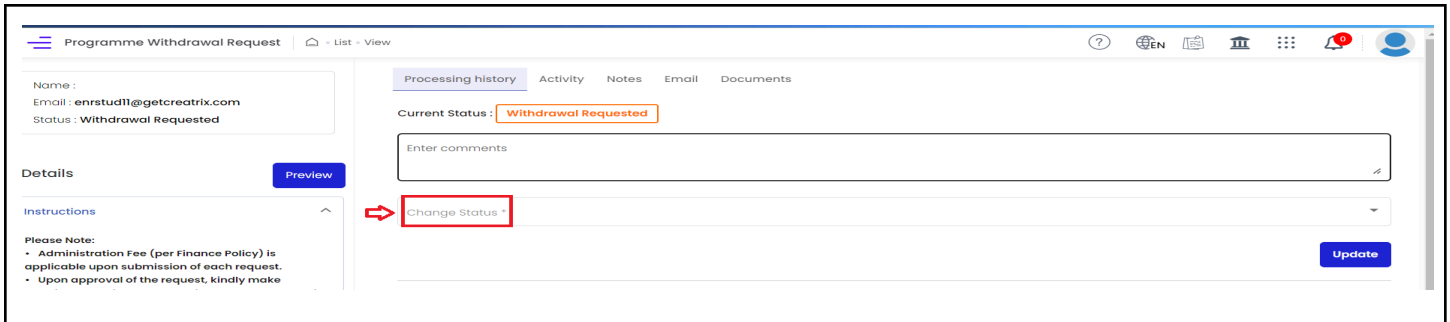


Step 3: Select preview to see the students details of the students.

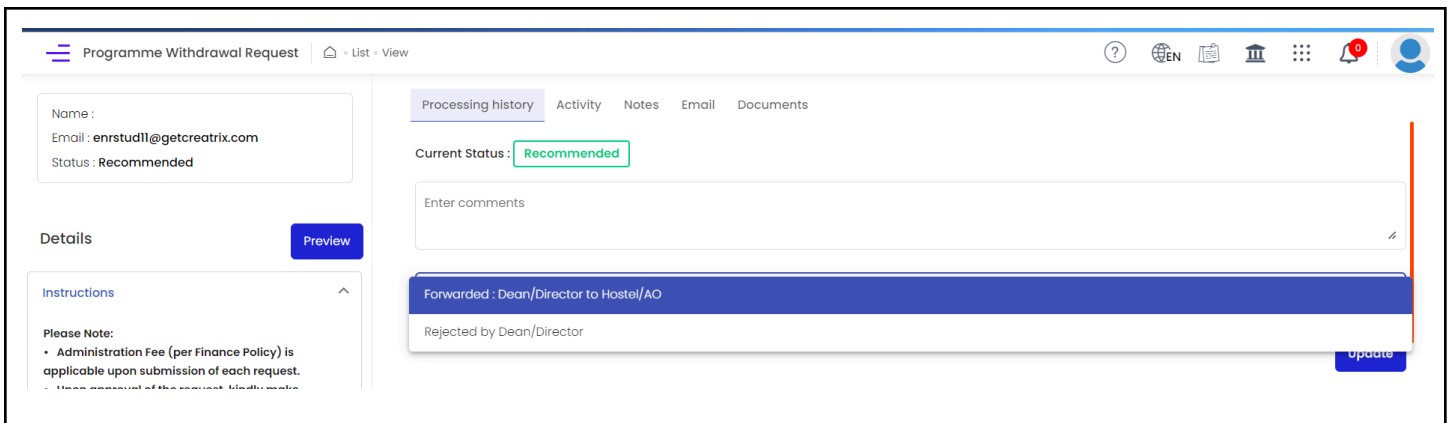


Step 4 : Once you clicked the preview, the students details are shown



Step 5 : Click the status dropdown to change the status

The screenshot shows the 'Programme Withdrawal Request' form. On the left, the user details are: Name, Email: enrstud11@getcreatix.com, and Status: Withdrawal Requested. Below this is a 'Details' section with a 'Preview' button and 'Instructions'. The main form area has tabs for 'Processing history', 'Activity', 'Notes', 'Email', and 'Documents'. The 'Current Status' is 'Withdrawal Requested'. Below this is a text input for 'Enter comments'. A red arrow points to a 'Change Status' dropdown menu. An 'Update' button is at the bottom right.

Step 6 : Select the status from the dropdown option

The screenshot shows the 'Programme Withdrawal Request' form after the status has been changed. The 'Current Status' is now 'Recommended'. The 'Enter comments' text input is visible. Below it, a blue banner displays the message 'Forwarded : Dean/Director to Hostel/AO'. Below the banner, the text 'Rejected by Dean/Director' is visible. The 'Update' button is at the bottom right.

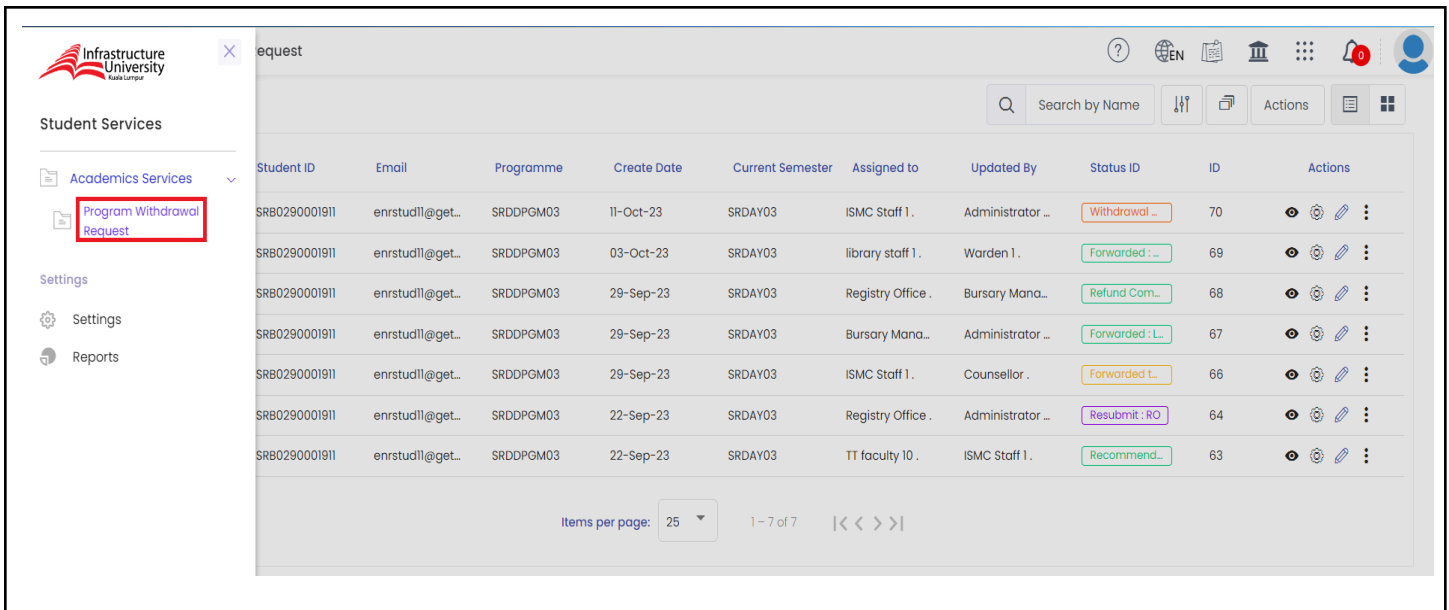
2.5 Hostel Operations

Upon receiving the forwarded request from the Dean:

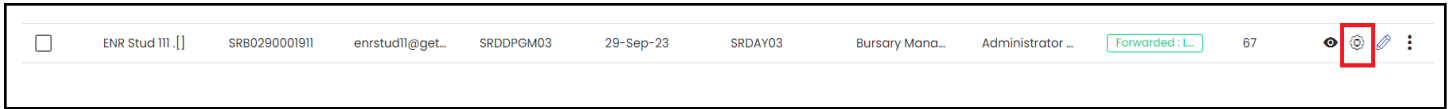
- If the Hostel warden approves, the process advances to the next stage.
- If not approved, a notification is sent to the student.

Step-by-Step Process of Hostel Operations:

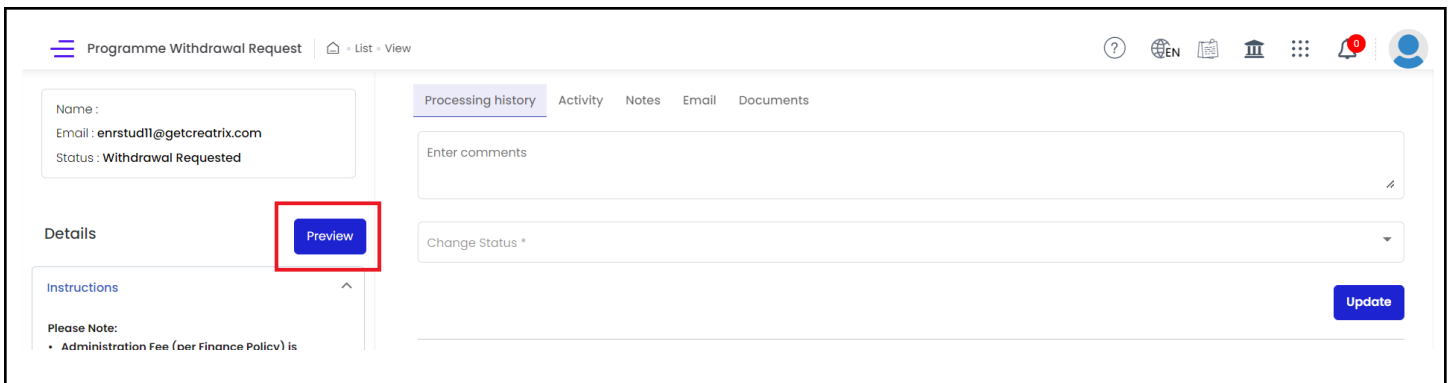
Step 1 : Click on the Main Menu button >> Student Services>>Program Withdrawal.



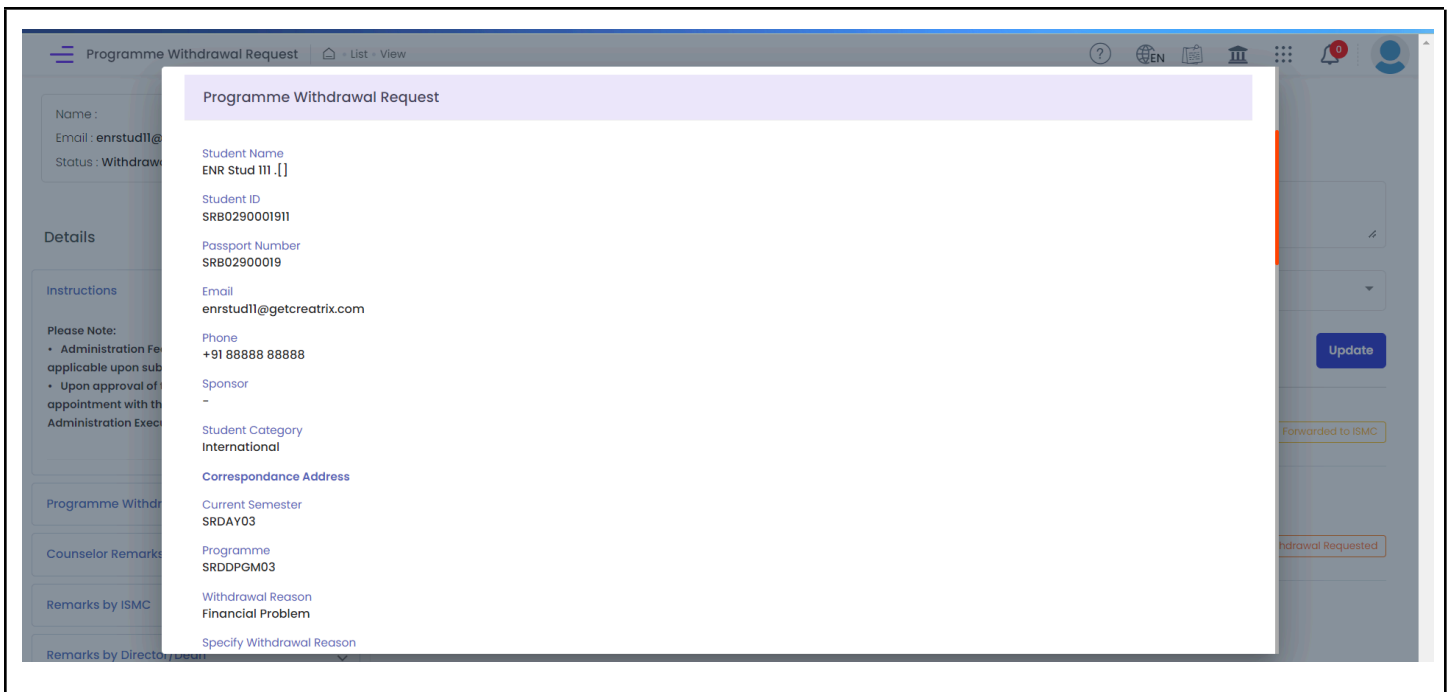
Step 2 : Once the hostel warden receives the request select detail view

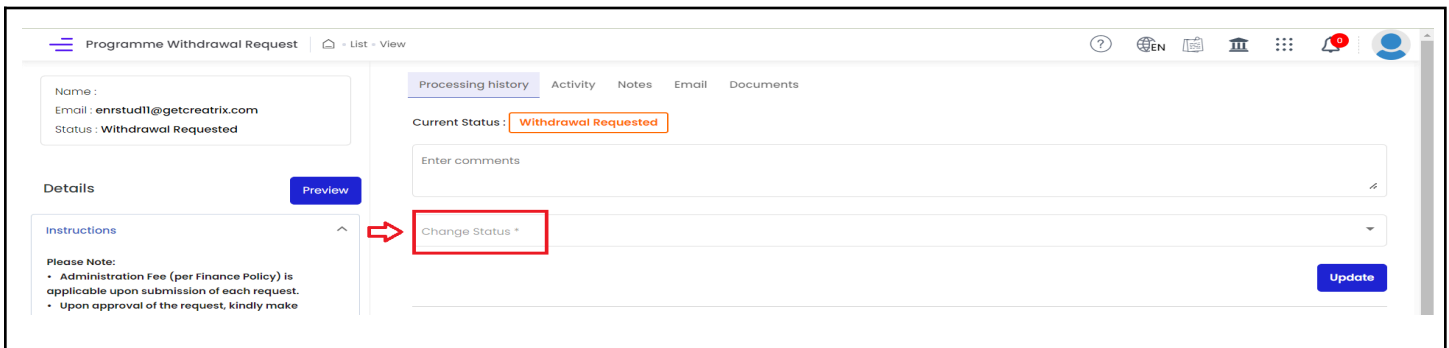


Step 3 : Select preview to see the students details of the students.



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



Step 5 : Click the status dropdown to change the status

Programme Withdrawal Request | List View

Name :
Email : enstud11@getcreatix.com
Status : Withdrawal Requested

Processing history | Activity | Notes | Email | Documents

Current Status : **Withdrawal Requested**

Enter comments

Details | Preview

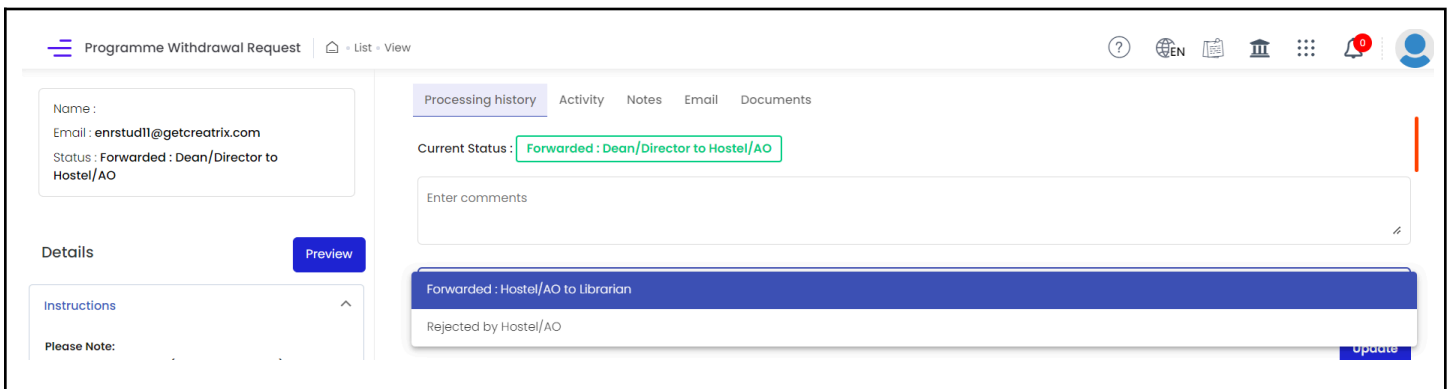
Instructions

Please Note:

- Administration Fee (per Finance Policy) is applicable upon submission of each request.
- Upon approval of the request, kindly make

Change Status *

Update

Step 6 : Select the status from the dropdown option

Programme Withdrawal Request | List View

Name :
Email : enstud11@getcreatix.com
Status : Forwarded : Dean/Director to Hostel/AO

Processing history | Activity | Notes | Email | Documents

Current Status : **Forwarded : Dean/Director to Hostel/AO**

Enter comments

Details | Preview

Instructions

Please Note:

Forwarded : Hostel/AO to Librarian

Rejected by Hostel/AO

Update

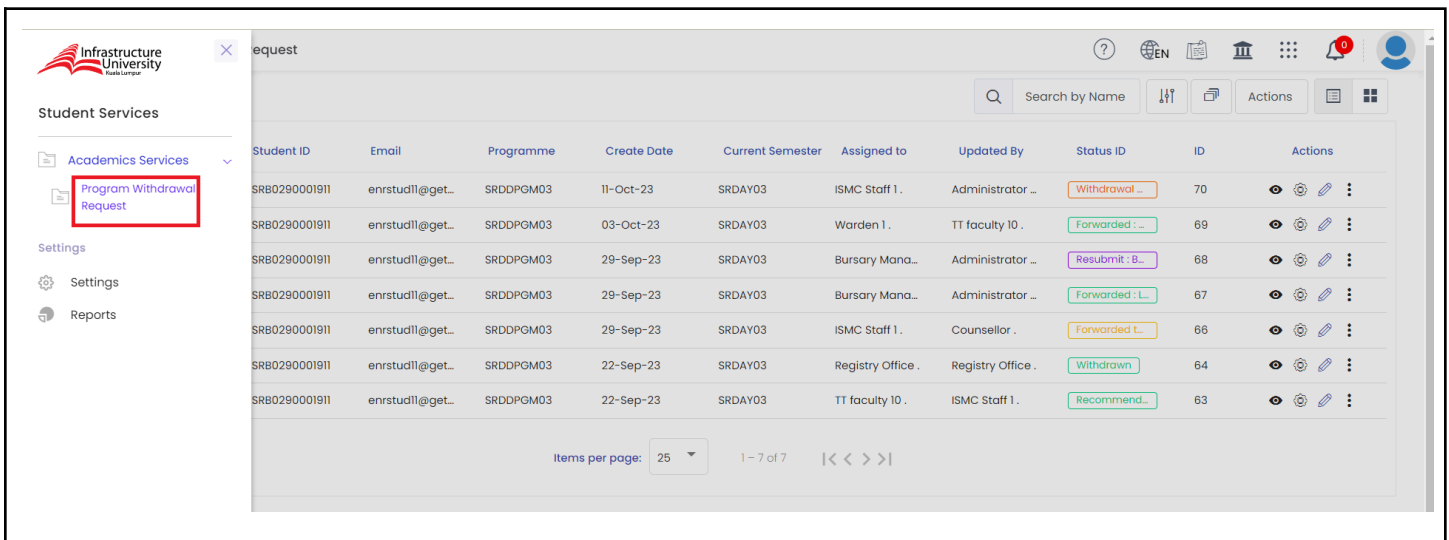
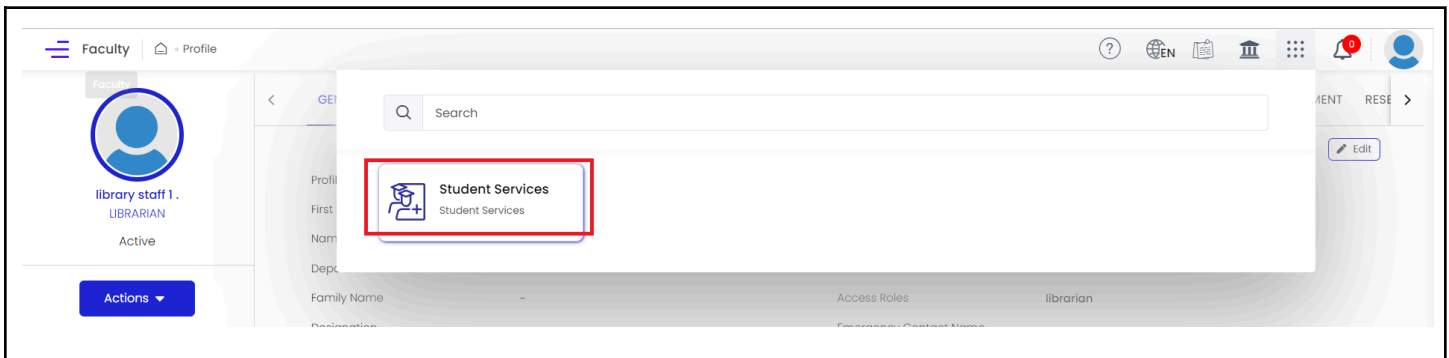
2.6 Librarian Operations

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

<input type="checkbox"/>	ENR Stud III .[]	SRB0290001911	enrstud11@get...	SRDDPGM03	03-Oct-23	SRDAY03	library staff 1 .	Warden 1 .	Forwarded : ...	69			
--------------------------	------------------	---------------	------------------	-----------	-----------	---------	-------------------	------------	-----------------	----	---	---	---

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

Programme Withdrawal Request

List View

Name :

Email : enrstud11@getcreatix.com

Status : Withdrawal Requested

Processing history

Activity

Notes

Email

Documents

Current Status : **Withdrawal Requested**

Enter comments

Change Status *

Update

Details

Preview

Instructions

Please Note:

- Administration Fee (per Finance Policy) is applicable upon submission of each request.

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

Programme Withdrawal Request

List View

Name :

Email : enrstud11@getcreatix.com

Status : Withdrawal Requested

Processing history

Activity

Notes

Email

Documents

Current Status : **Withdrawal Requested**

Enter comments

Change Status *

Update

Details

Preview

Instructions

Please Note:

- Administration Fee (per Finance Policy) is applicable upon submission of each request.

Programme Withdrawal Request

Student Name

ENR Stud III .[]

Student ID

SRB0290001911

Passport Number

SRB02900019

Email

enrstud11@getcreatix.com

Phone

+91 88888 88888

Sponsor

-

Student Category

International

Correspondance Address

Current Semester

SRDAY03

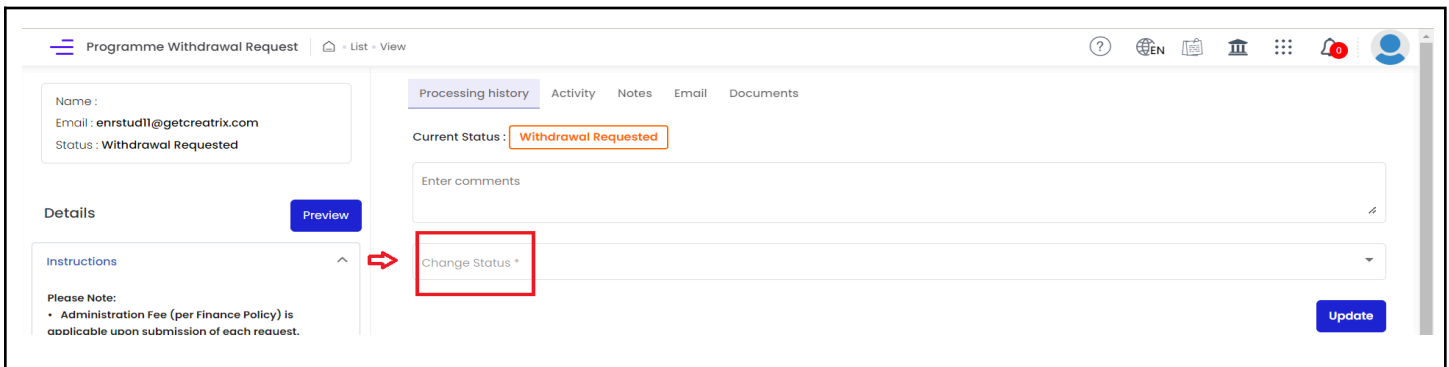
Programme

SRDDPGM03

Withdrawal Reason

Financial Problem

Specify Withdrawal Reason

Step 5 : Click the status dropdown to change the status

Programme Withdrawal Request | List View

Name :
Email : enrstud11@getcreatix.com
Status : Withdrawal Requested

Details [Preview](#)

Instructions

Please Note:
• Administration Fee (per Finance Policy) is applicable upon submission of each request.

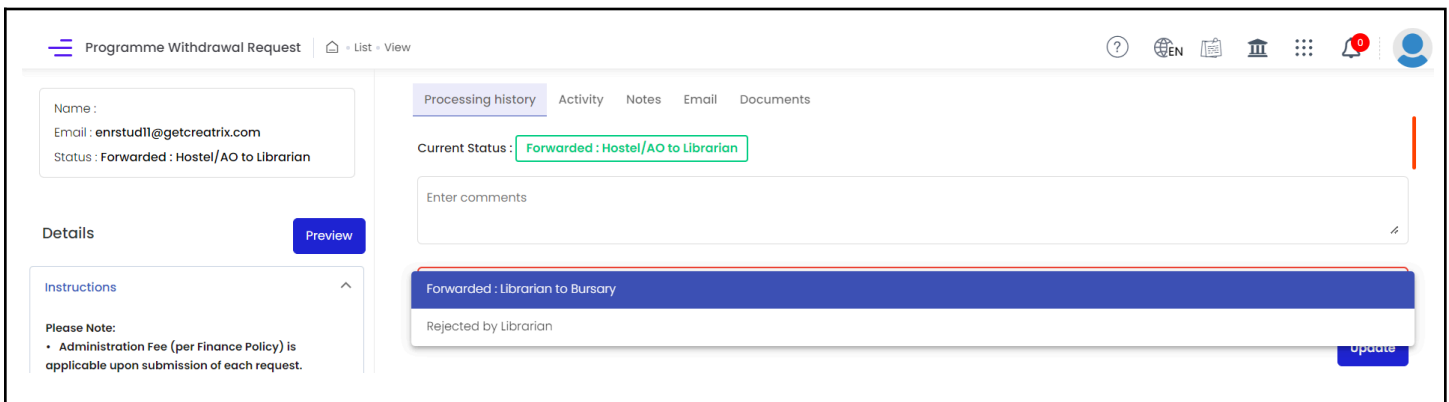
Processing history | Activity | Notes | Email | Documents

Current Status : **Withdrawal Requested**

Enter comments

Change Status *

[Update](#)

Step 6 : Select the status from the dropdown option

Programme Withdrawal Request | List View

Name :
Email : enrstud11@getcreatix.com
Status : Forwarded : Hostel/AO to Librarian

Details [Preview](#)

Instructions

Please Note:
• Administration Fee (per Finance Policy) is applicable upon submission of each request.

Processing history | Activity | Notes | Email | Documents

Current Status : **Forwarded : Hostel/AO to Librarian**

Enter comments

Forwarded : Librarian to Bursary
Rejected by Librarian

[Update](#)

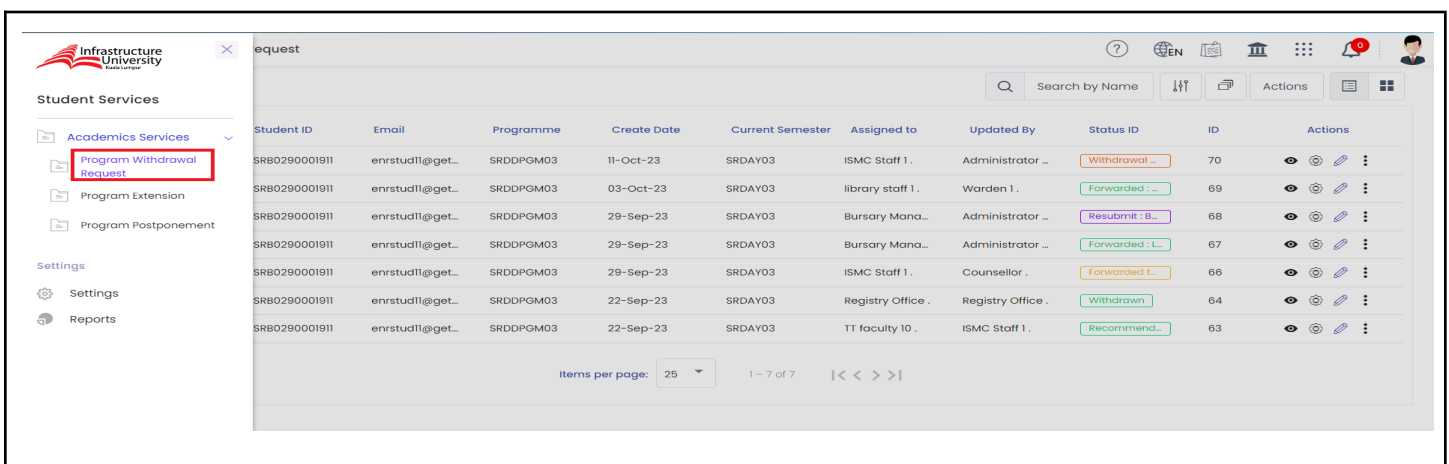
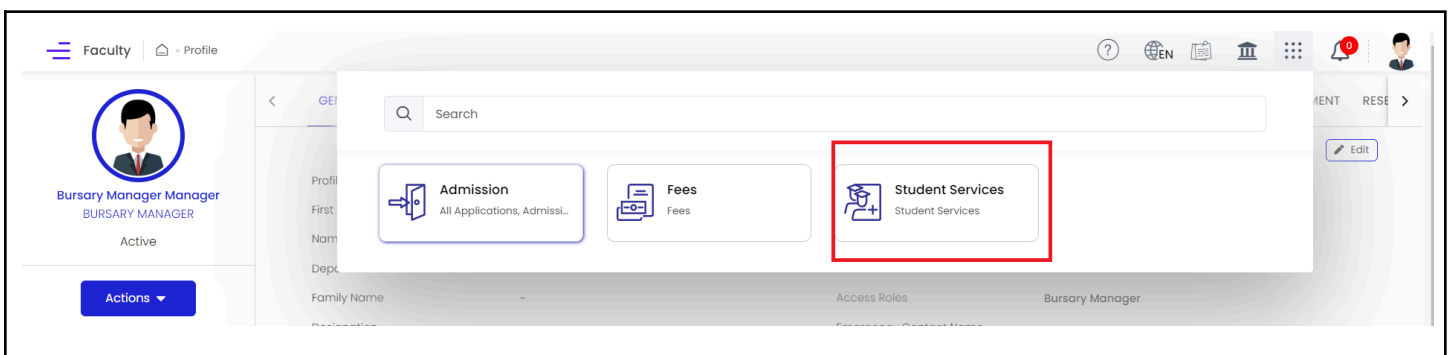
2.7 Bursary Operations

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.

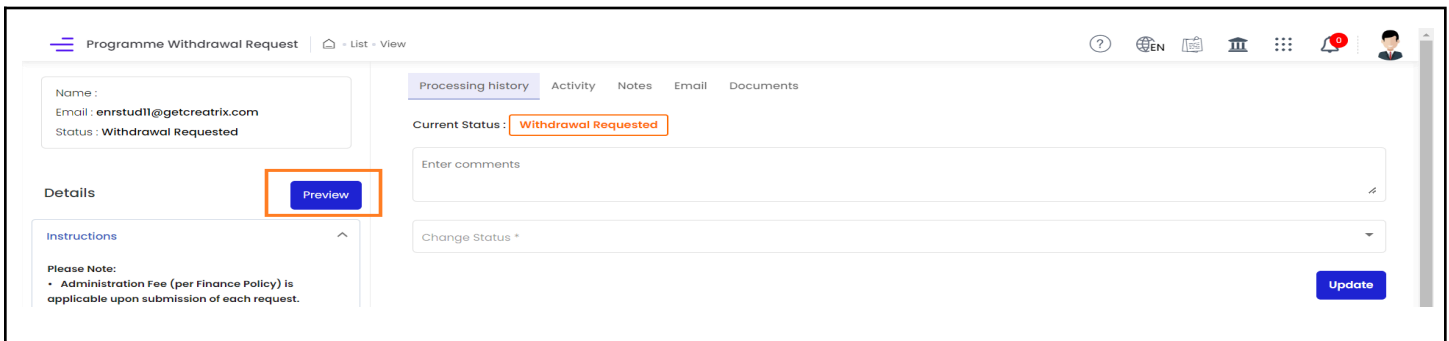


Step 2 : Once the bursary received the request select detail view



ENR Stud III. [] SRB0290001911 enrstud11@get... SRDDPGM03 29-Sep-23 SRDAY03 Bursary Mana... Administrator ... Resubmit : B... 68

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



Programme Withdrawal Request | List | View

Name :
Email : enrstud11@getcreatix.com
Status : Withdrawal Requested

Details Preview

Instructions

Please Note:
• Administration Fee (per Finance Policy) is applicable upon submission of each request.

Processing history Activity Notes Email Documents

Current Status : **Withdrawal Requested**

Enter comments

Change Status *

Update

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



Name :
Email : enrstud11@getcreatix.com
Status : Withdrawal Requested

Details

Instructions

Please Note:
• Administration Fee (per Finance Policy) is applicable upon submission of each request.
• Upon approval of appointment with the Administration Executive, the student must submit the required documents to the Bursary Manager.

Programme Withdrawal Request

Counselor Remarks

Student Name
ENR Stud III. []

Student ID
SRB0290001911

Passport Number
SRB02900019

Email
enrstud11@getcreatix.com

Phone
+91 88888 88888

Sponsor
-

Student Category
International

Correspondence Address

Current Semester
SRDAY03

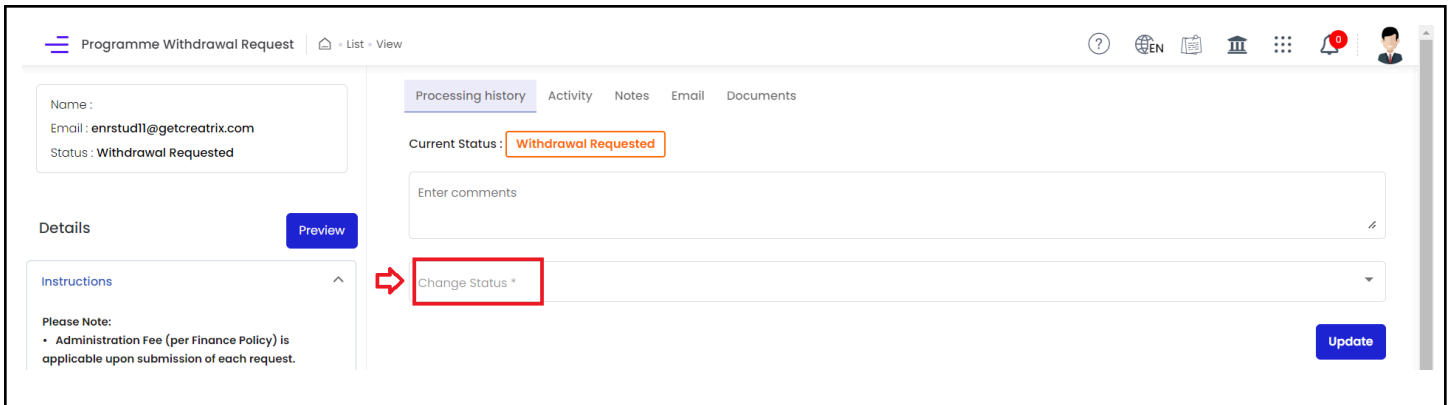
Programme
SRDDPGM03

Update

Forwarded to ISMC

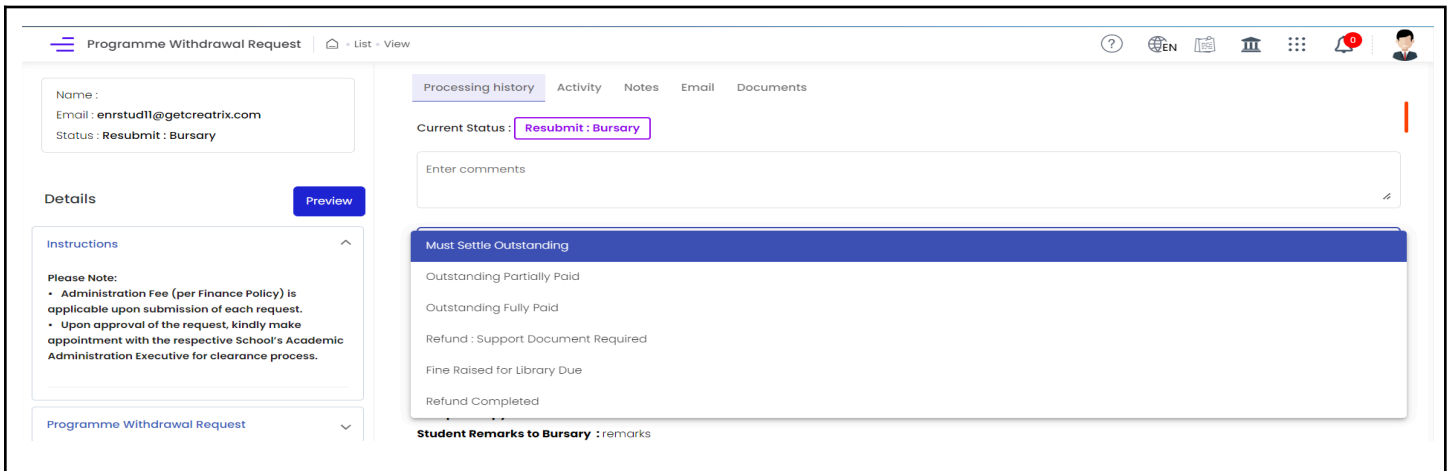
Withdrawal Requested

Step 5 : Click the status dropdown to change the status



The screenshot shows the 'Programme Withdrawal Request' form. On the left, there is a 'Details' section with a 'Preview' button. Below it, the 'Instructions' section is expanded, showing a 'Please Note' section with two bullet points: 'Administration Fee (per Finance Policy) is applicable upon submission of each request.' and 'Upon approval of the request, kindly make appointment with the respective School's Academic Administration Executive for clearance process.' The main form area has tabs for 'Processing history', 'Activity', 'Notes', 'Email', and 'Documents'. The 'Current Status' is 'Withdrawal Requested'. Below this is a text area for 'Enter comments'. A red box highlights the 'Change Status *' dropdown menu, which is currently open. An 'Update' button is located at the bottom right of the form.

Step 6 : Select the status from the dropdown option



The screenshot shows the 'Programme Withdrawal Request' form with the 'Current Status' set to 'Resubmit : Bursary'. The 'Details' section on the left remains the same. The 'Instructions' section is still expanded. The 'Change Status *' dropdown menu is now closed, and the selected status is 'Resubmit : Bursary'. Below the dropdown, there is a list of options: 'Must Settle Outstanding', 'Outstanding Partially Paid', 'Outstanding Fully Paid', 'Refund : Support Document Required', 'Fine Raised for Library Due', and 'Refund Completed'. The 'Student Remarks to Bursary : remarks' field is visible at the bottom.

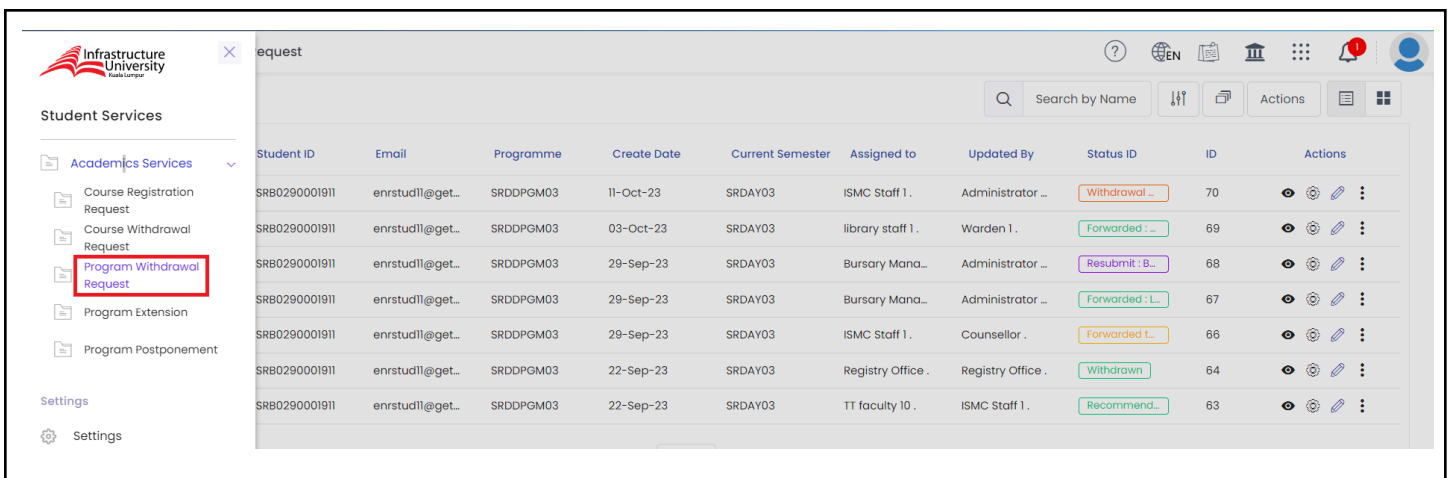
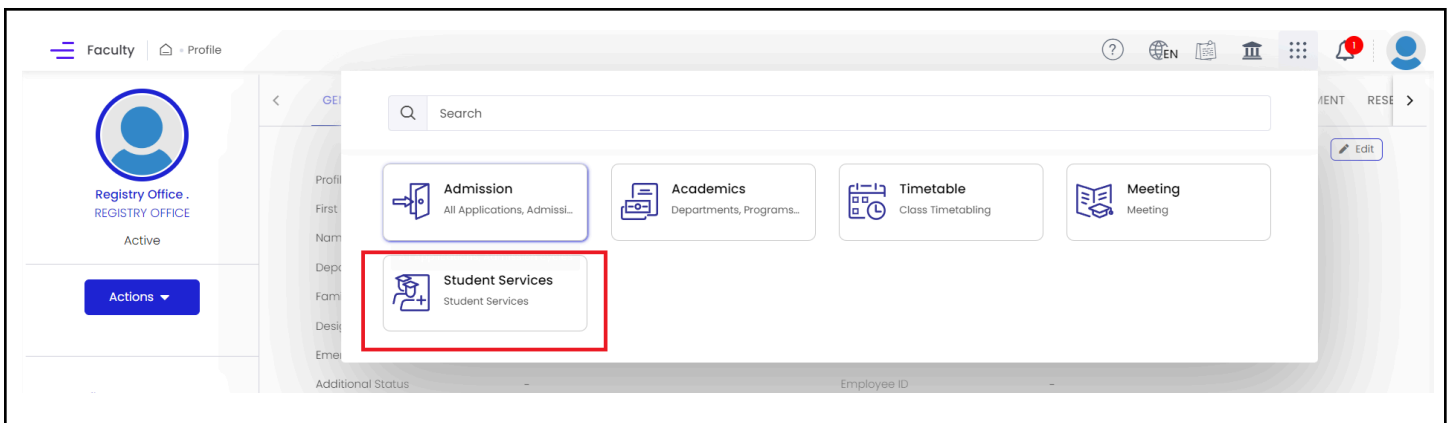
2.8 Registry Officer Operations

Upon receiving the forwarded request from the bursary:

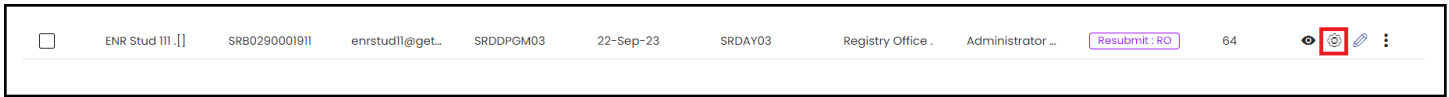
- The registry processes the request by either approving, rejecting, or withdrawing it.




Step-by-Step Process of Registry Officer Operations:

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

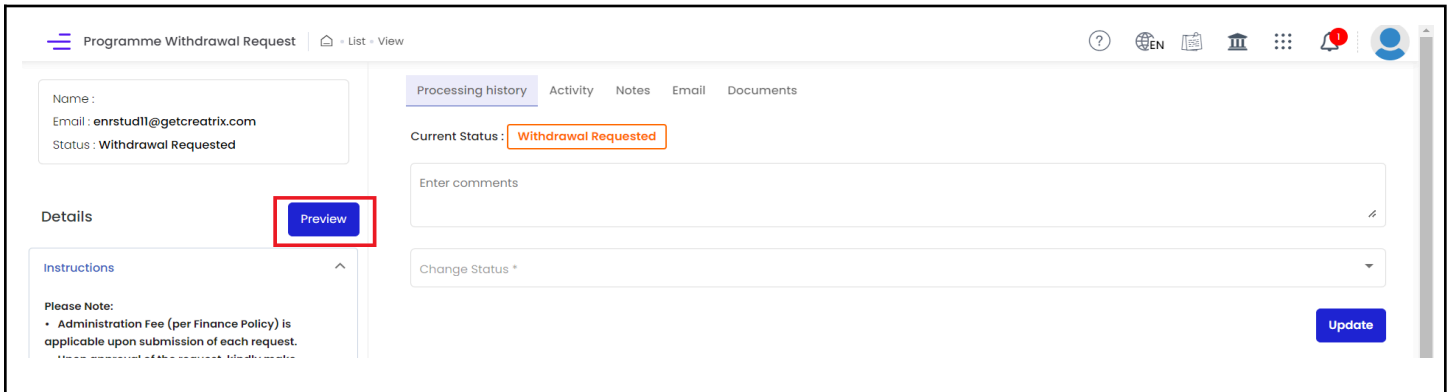


Step 2 : Once the registry officer receives the request, select detail view



ENR Stud III. [] SRB0290001911 enrstud11@get... SRDDPGM03 22-Sep-23 SRDAY03 Registry Office... Administrator ... Resubmit : RO 64   

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



Programme Withdrawal Request | List | View

Name : enrstud11@getcreatix.com
Email : enrstud11@getcreatix.com
Status : Withdrawal Requested

Details Preview

Processing history | Activity | Notes | Email | Documents

Current Status : **Withdrawal Requested**

Enter comments

Change Status *

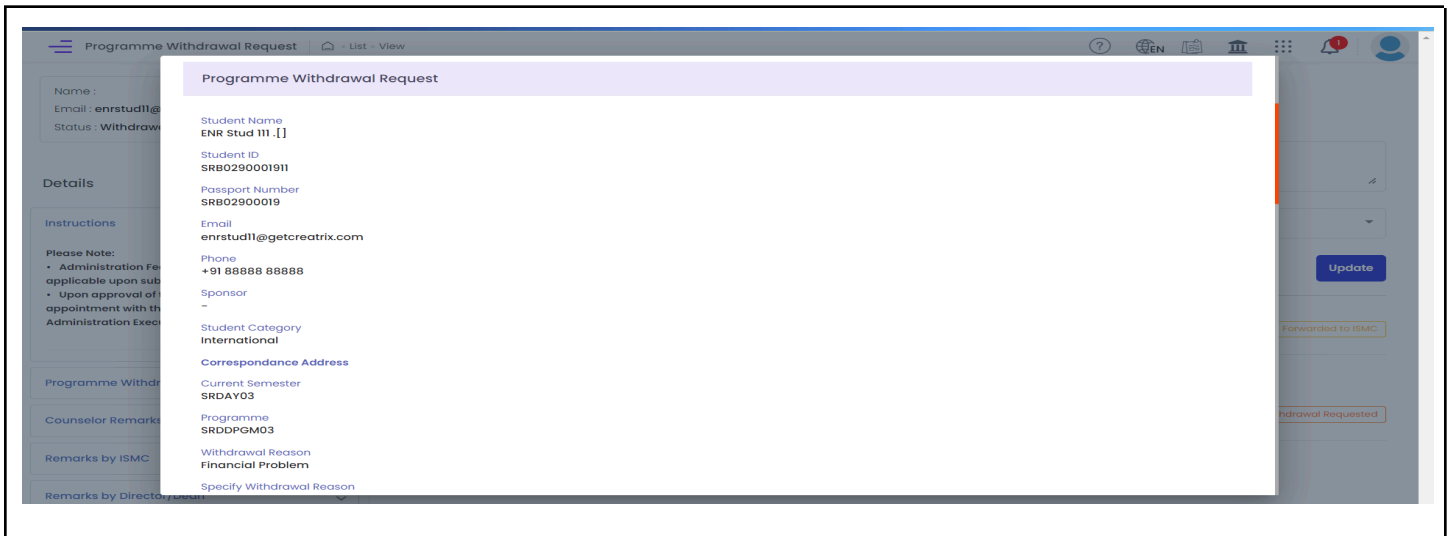
Update

Instructions

Please Note:

- Administration Fee (per Finance Policy) is applicable upon submission of each request.
- Upon approval of the request, the student must...

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



Programme Withdrawal Request

Student Name
ENR Stud III. []

Student ID
SRB0290001911

Passport Number
SRB02900019

Email
enrstud11@getcreatix.com

Phone
+91 88888 88888

Sponsor
-

Student Category
International

Correspondance Address

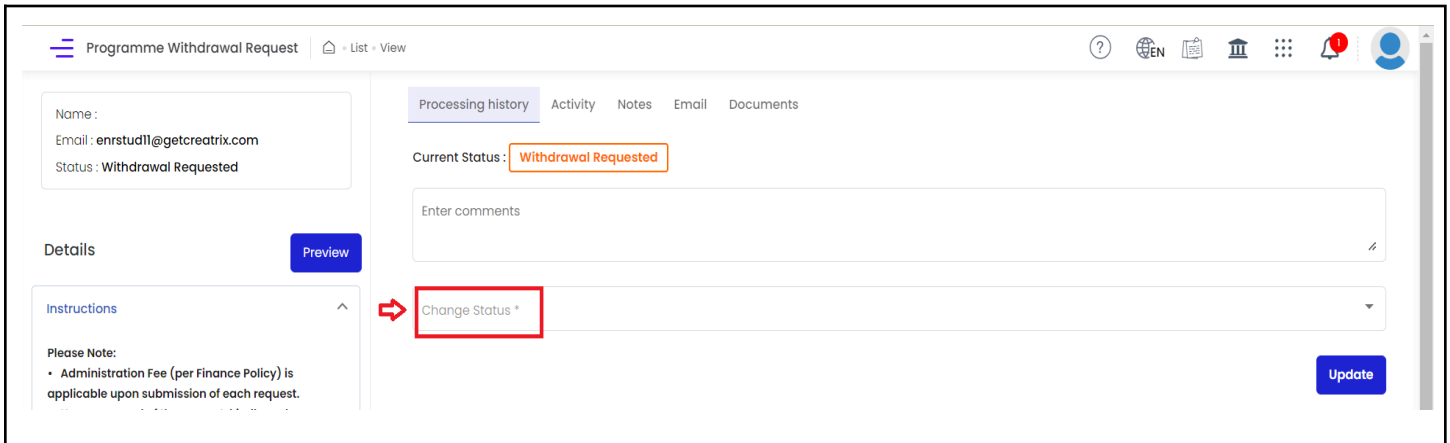
Current Semester
SRDAY03

Programme
SRDDPGM03

Withdrawal Reason
Financial Problem

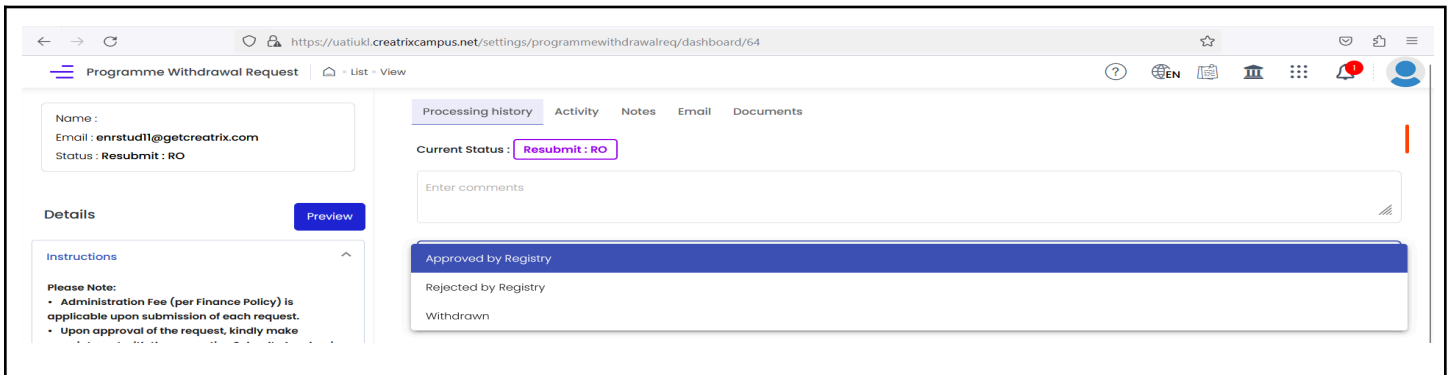
Specify Withdrawal Reason

Step 5 : Click the status dropdown to change the status



The screenshot shows the 'Programme Withdrawal Request' form. On the left, the user details are: Name, Email: enstud11@getcreatix.com, and Status: Withdrawal Requested. Below this is a 'Details' section with a 'Preview' button and an 'Instructions' section. The main form area has tabs for 'Processing history', 'Activity', 'Notes', 'Email', and 'Documents'. The 'Current Status' is 'Withdrawal Requested'. There is a text area for 'Enter comments'. A red box highlights the 'Change Status *' dropdown menu, which is currently set to 'Withdrawal Requested'. An 'Update' button is at the bottom right.

Step 6 : Select the status from the dropdown option



The screenshot shows the 'Programme Withdrawal Request' form after the status has been changed. The 'Current Status' is now 'Resubmit: RO'. The dropdown menu is open, showing three options: 'Approved by Registry', 'Rejected by Registry', and 'Withdrawn'. The 'Approved by Registry' option is highlighted. The 'Enter comments' text area is still present. The 'Update' button remains at the bottom right.