

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.

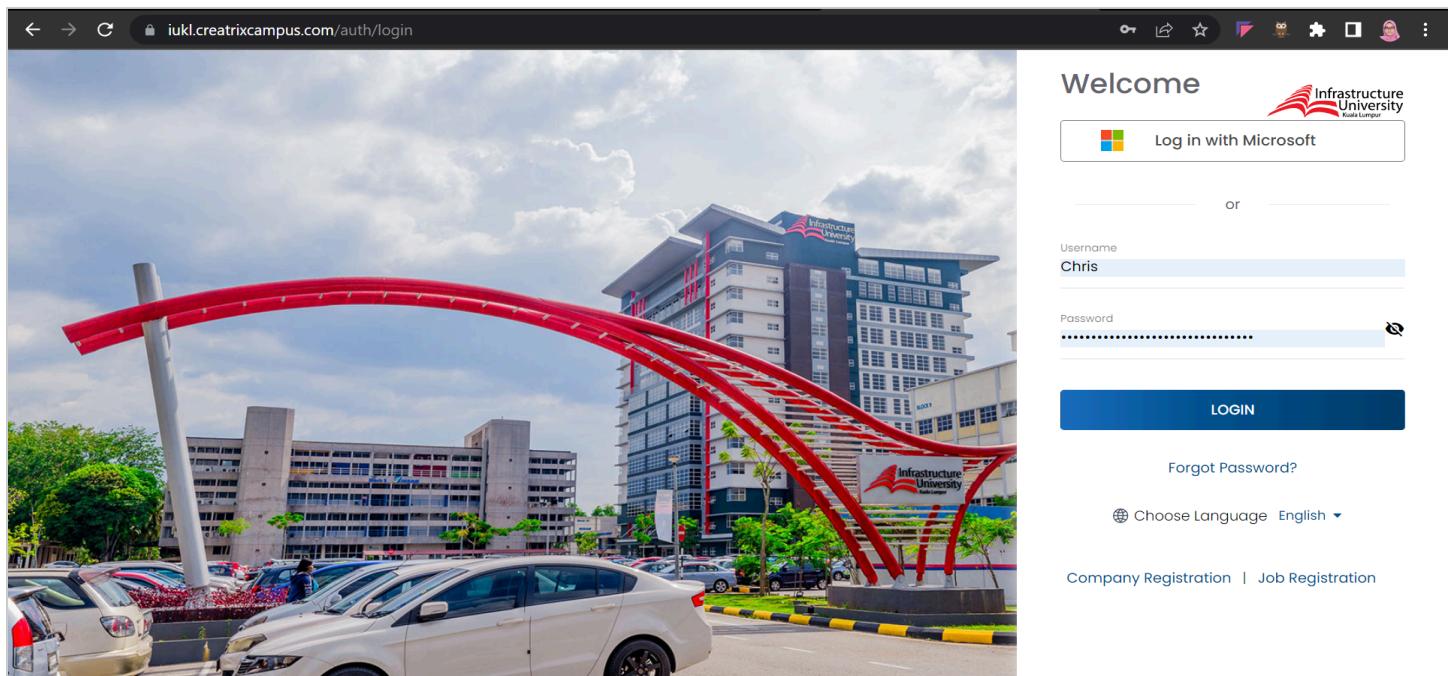
2. PROGRAM WITHDRAWAL PROCESS

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.

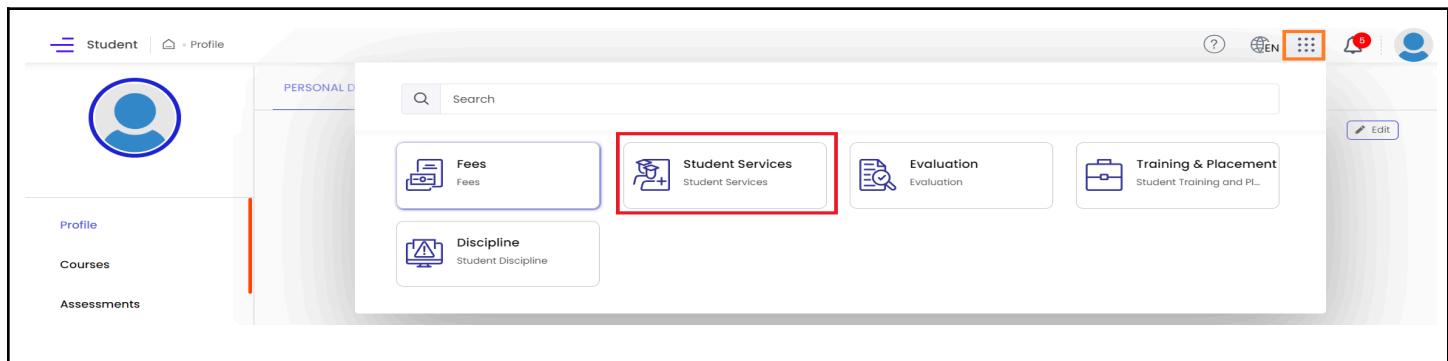
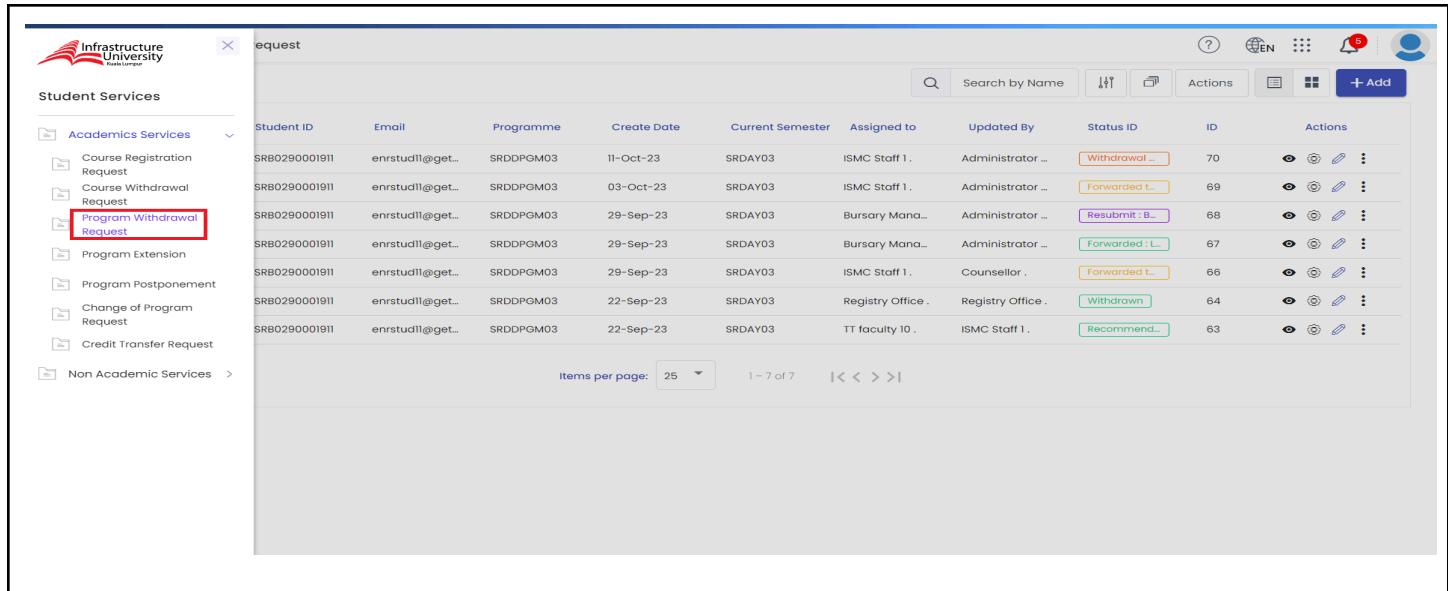
2.1 Student Operations

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.

Student ID	Email	Programme	Create Date	Current Semester	Assigned to	Updated By	Status ID	ID	Actions
SRB02900019II	enrstud11@get...	SRDDPOM03	11-Oct-23	SRDAY03	ISM Staff 1.	Administrator ...	Withdrawal ...	70	   
SRB02900019II	enrstud11@get...	SRDDPOM03	03-Oct-23	SRDAY03	ISM Staff 1.	Administrator ...	Forwarded to ...	69	   
SRB02900019II	enrstud11@get...	SRDDPOM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator ...	Resubmit : B...	68	   
SRB02900019II	enrstud11@get...	SRDDPOM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator ...	Forwarded : L...	67	   
SRB02900019II	enrstud11@get...	SRDDPOM03	29-Sep-23	SRDAY03	ISM Staff 1.	Counsellor ...	Forwarded to ...	66	   
SRB02900019II	enrstud11@get...	SRDDPOM03	22-Sep-23	SRDAY03	Registry Office.	Registry Office.	Withdrawn	64	   
SRB02900019II	enrstud11@get...	SRDDPOM03	22-Sep-23	SRDAY03	TT faculty 10.	ISM Staff 1.	Recommend...	63	   

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

1 **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](#)

ISMС Support Document

[Previous](#)
[Submit](#)

Add

Instructions
Setup your Instructions

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

Upload General Document

+ Attach Files

ISMС Support Document

+ Attach Files

Authorization Letter

+ Attach Files

Passport Copy

+ Attach Files

Bursary Supporting Document

+ Attach Files

Previous

Submit

Step 5: Now, a new withdrawn request form will be submitted.

Programme Withdrawal Request

All (7)

Search by Name

<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 111.111	SRB0290001911	enrstud111@get...	SRDPPGM03	11-Oct-23	SRDAY03	ISMС Staff 1.	Administrator ...	Withdrawal ...	70	

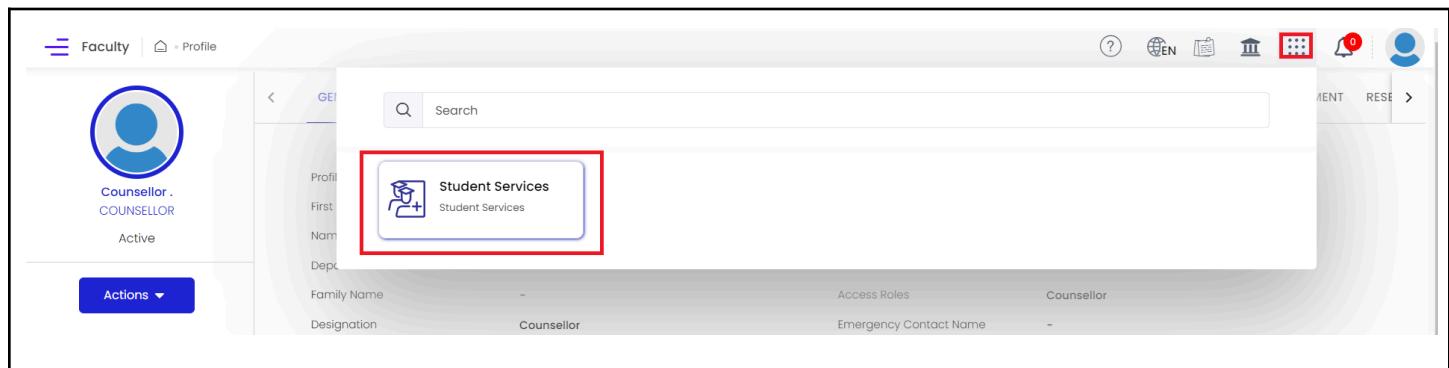
2.2 Counselor Operations

Once the counselor receives the student's request:

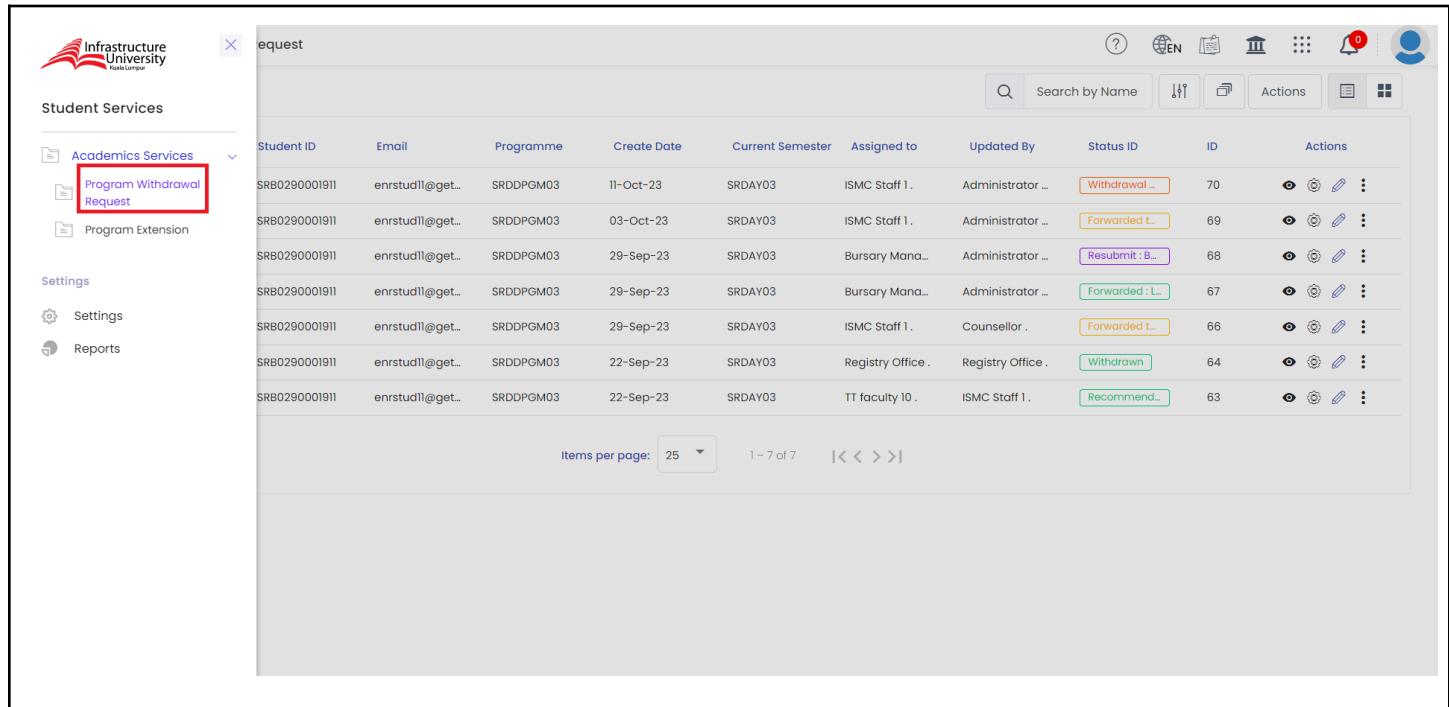
- If the student is an International student, it is forwarded to the ISMC.
- If the student is local, it is forwarded to the dean.

Step-by-Step Process of Counselor Operations:

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



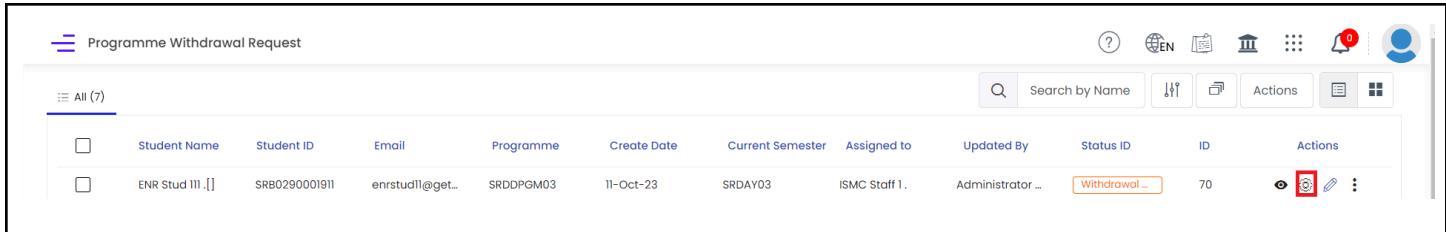
The screenshot shows the main menu interface. On the left, there is a sidebar with a user profile icon and the text 'Counselor . COUNSELLOR Active'. Below this is a 'Actions' button. The main content area has a search bar with the placeholder 'Search'. A list of items is displayed, with the 'Student Services' item highlighted by a red box. The 'Student Services' item has a sub-item 'Student Services' and a small icon of a person with a plus sign.

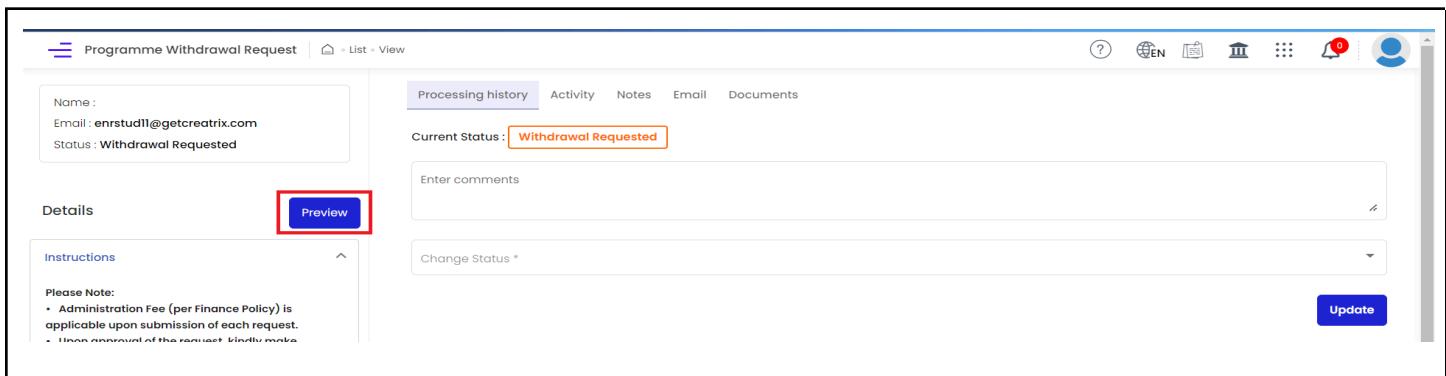


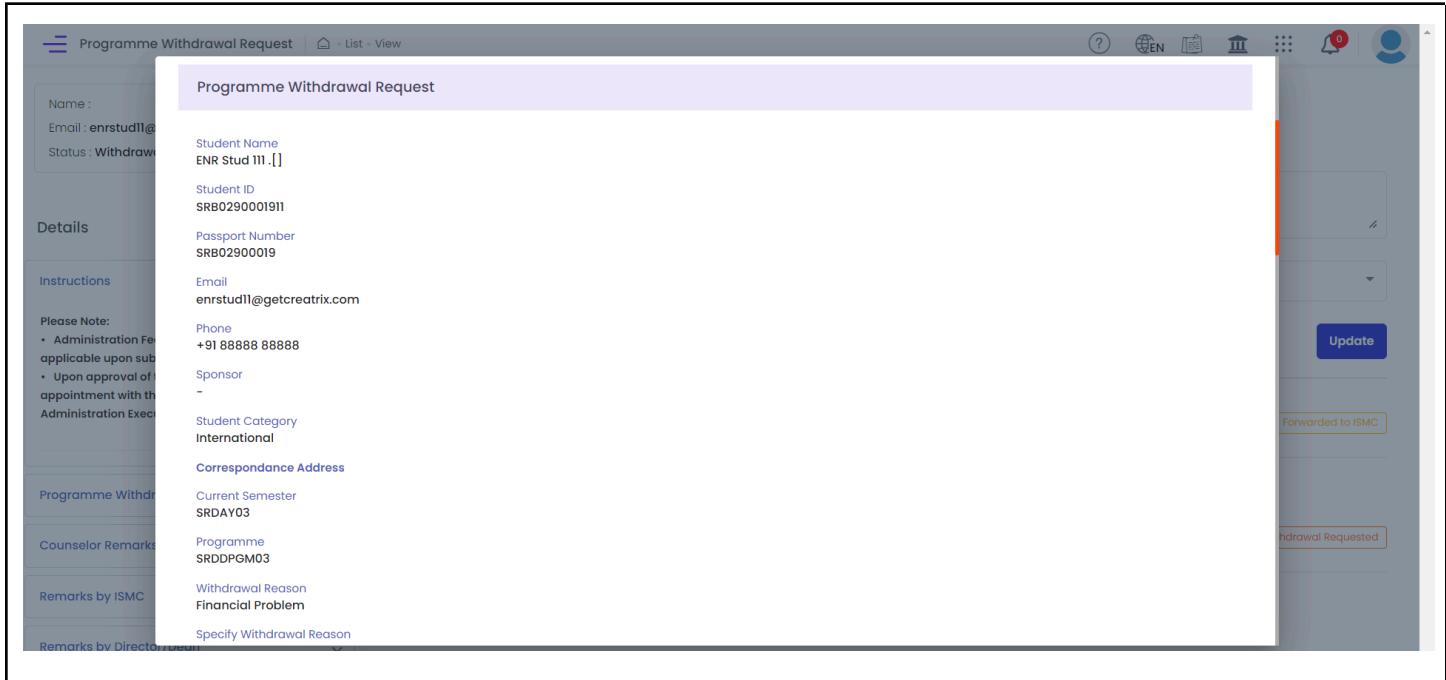
The screenshot shows a list of 'Program Withdrawal Request' items. On the left, there is a sidebar with 'Student Services' selected, and under 'Academics Services', 'Program Withdrawal Request' is highlighted with a red box. The main content area is a table with columns: Student ID, Email, Programme, Create Date, Current Semester, Assigned to, Updated By, Status ID, ID, and Actions. Each row represents a withdrawal request with specific details and status buttons (e.g., Withdrawal, Forwarded, Resubmit, Recommend).

Student ID	Email	Programme	Create Date	Current Semester	Assigned to	Updated By	Status ID	ID	Actions
SRB0290001911	enrstud11@get...	SRDDPGM03	11-Oct-23	SRDAY03	ISMC Staff 1.	Administrator ...	Withdrawal ...	70	View Forward Print More
SRB0290001911	enrstud11@get...	SRDDPGM03	03-Oct-23	SRDAY03	ISMC Staff 1.	Administrator ...	Forwarded ...	69	View Forward Print More
SRB0290001911	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator ...	Resubmit : B...	68	View Forward Print More
SRB0290001911	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator ...	Forwarded : L...	67	View Forward Print More
SRB0290001911	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	ISMC Staff 1.	Counsellor .	Forwarded ...	66	View Forward Print More
SRB0290001911	enrstud11@get...	SRDDPGM03	22-Sep-23	SRDAY03	Registry Office .	Registry Office .	Withdrawn	64	View Forward Print More
SRB0290001911	enrstud11@get...	SRDDPGM03	22-Sep-23	SRDAY03	TT faculty 10 .	ISMC Staff 1.	Recommend ...	63	View Forward Print More

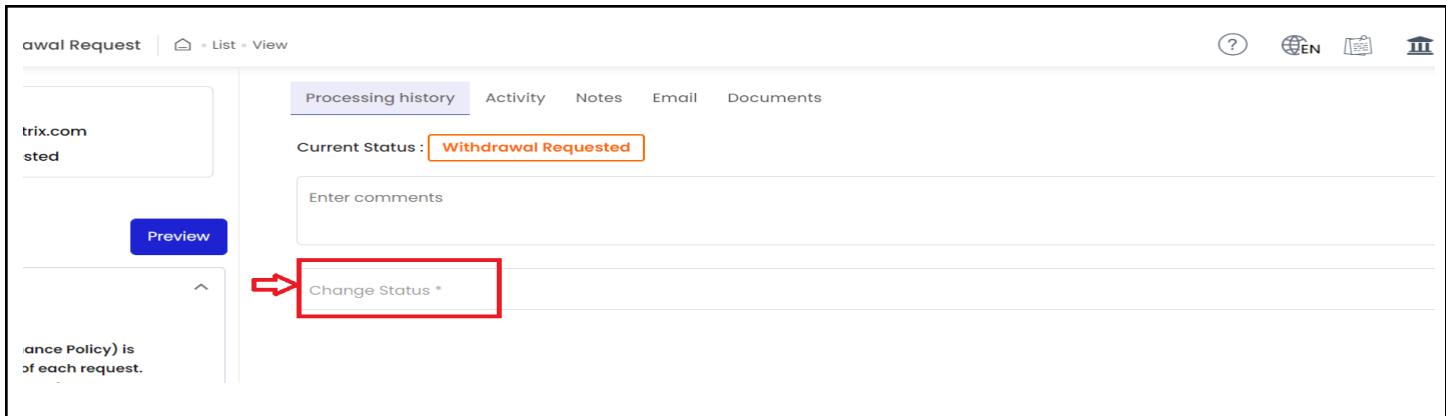
Step 2 : Once the counselor receives the request select detail view


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


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

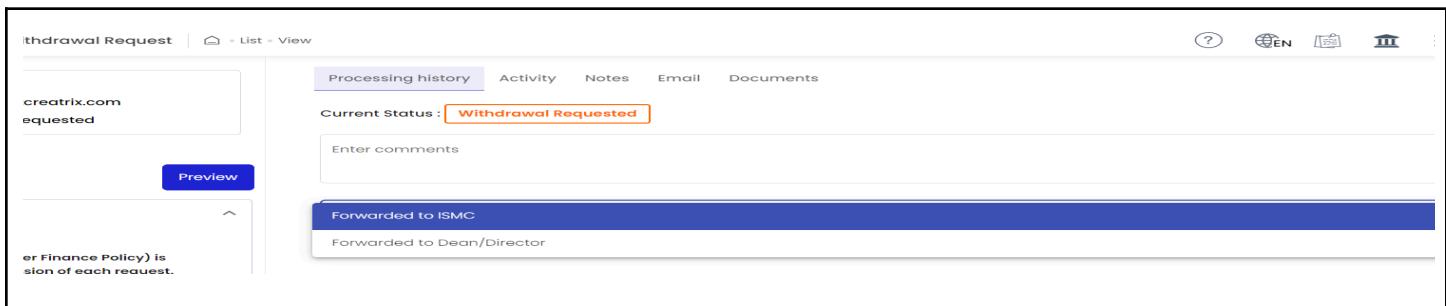


Step 5 : Click the status dropdown to change the status



The screenshot shows the 'Withdrawal Request' page. At the top, there are navigation links: 'Home', 'List', and 'View'. Below these are tabs: 'Processing history' (which is selected), 'Activity', 'Notes', 'Email', and 'Documents'. A status box displays 'Current Status : Withdrawal Requested'. Below the status is a text input field labeled 'Enter comments'. At the bottom of the page, there is a button labeled 'Change Status *' which is highlighted with a red box and an arrow pointing to it. The left sidebar contains a preview section with a 'Preview' button and a note about the finance policy.

Step 6 : Select the status from the dropdown option



The screenshot shows the 'Withdrawal Request' page. The interface is identical to the previous step, but the 'Change Status' button has been clicked, and a dropdown menu is open. The menu items are 'Forwarded to ISMC' (which is highlighted with a blue background) and 'Forwarded to Dean/Director'. The rest of the page remains the same, including the status box, comments input, and the left sidebar.

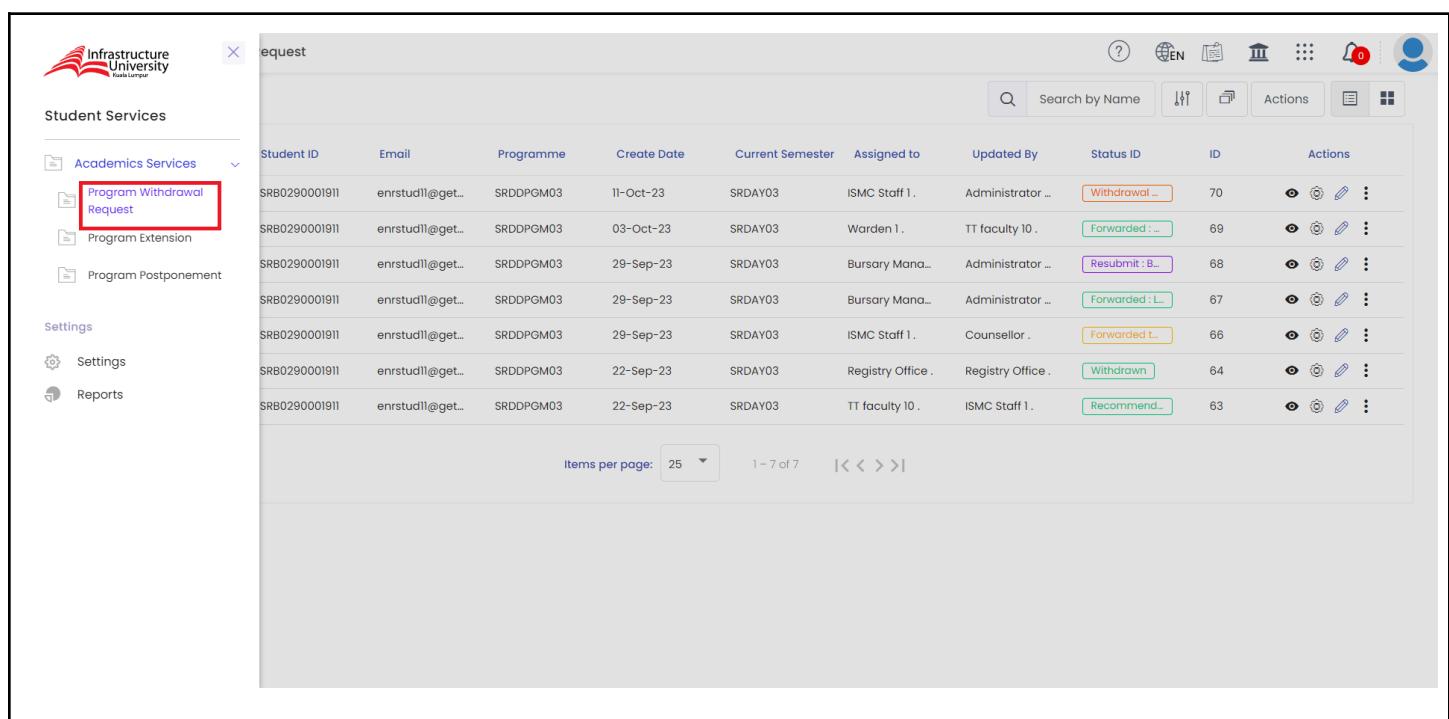
2.3 ISMC Operations

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:

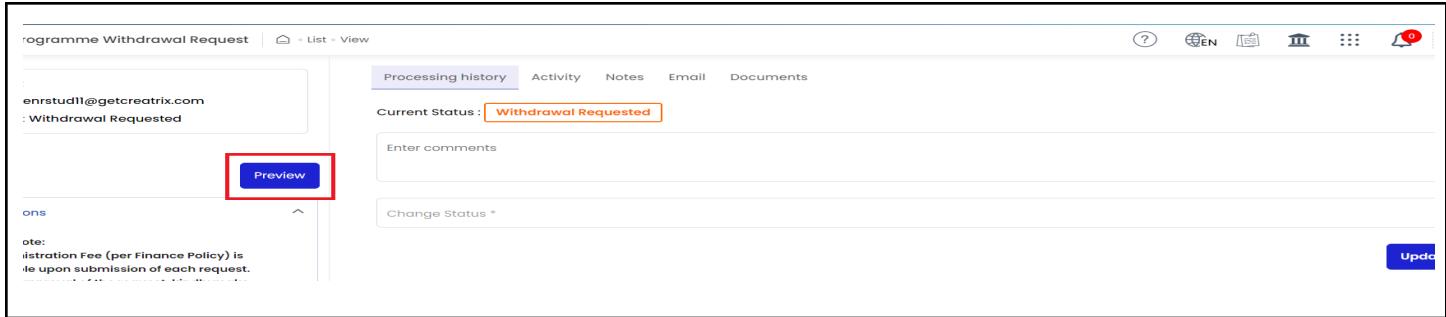
Step 1 : Click on the Main Menu button > Student Services > Program Withdrawal.

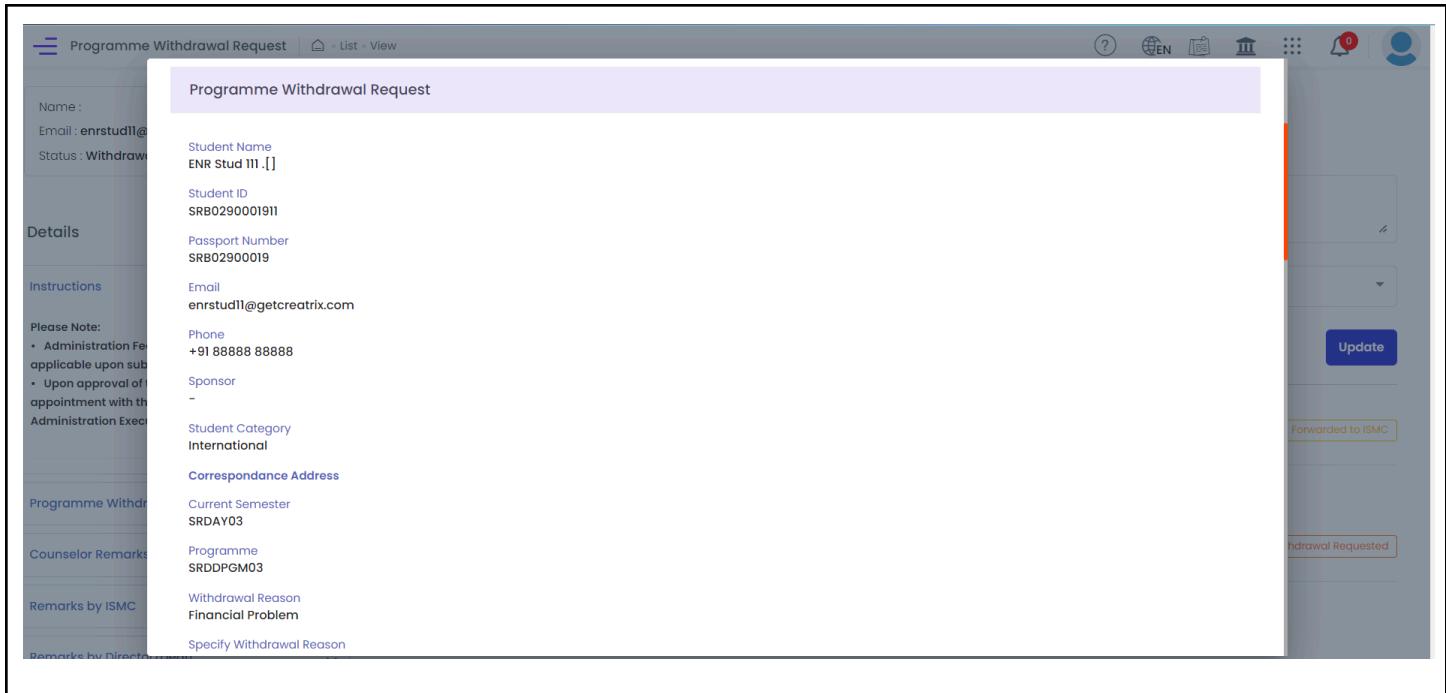



Student ID	Email	Programme	Create Date	Current Semester	Assigned to	Updated By	Status ID	ID	Actions			
SRB0290001911	enrstud11@get...	SRDDPGM03	11-Oct-23	SRDAY03	ISMC Staff 1.	Administrator ...	Withdrawal...	70				
SRB0290001911	enrstud11@get...	SRDDPGM03	03-Oct-23	SRDAY03	Warden 1.	TT faculty 10.	Forwarded ...	69				
SRB0290001911	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator ...	Resubmit : B...	68				
SRB0290001911	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator ...	Forwarded : L...	67				
SRB0290001911	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	ISMC Staff 1.	Counsellor .	Forwarded to ...	66				
SRB0290001911	enrstud11@get...	SRDDPGM03	22-Sep-23	SRDAY03	Registry Office .	Registry Office .	Withdrawn	64				
SRB0290001911	enrstud11@get...	SRDDPGM03	22-Sep-23	SRDAY03	TT faculty 10.	ISMC Staff 1.	Recommend...	63				

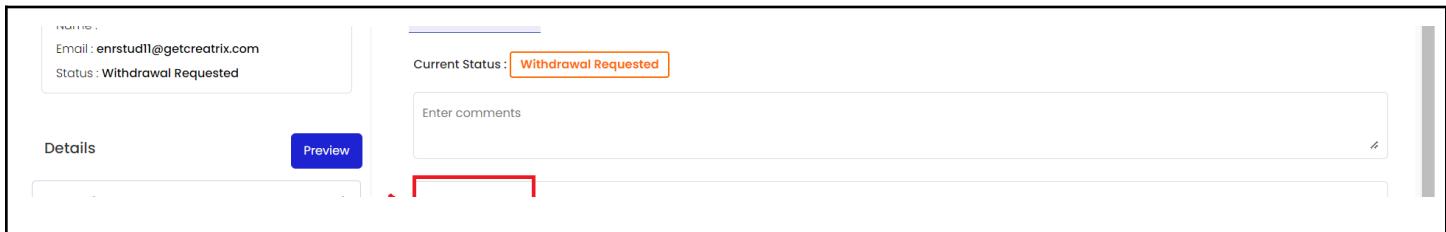
Step 2 : Once the ISMC receives the request, select detail view


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


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



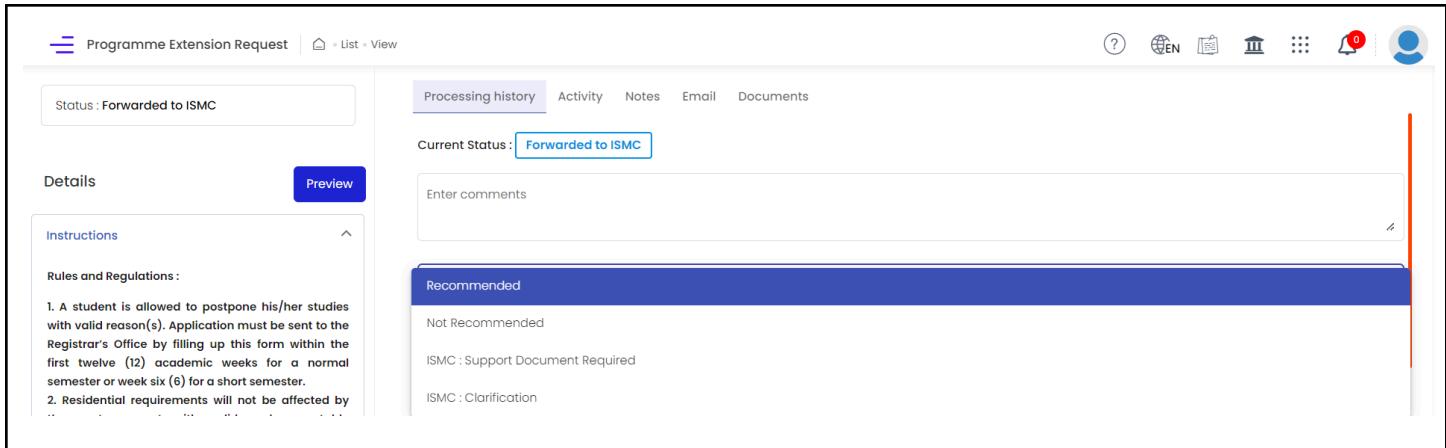
Step 5 : Click the status dropdown to change the status



Current Status: **Withdrawal Requested**

Enter comments

Step 6 : Select the status from the dropdown option



Current Status: **Forwarded to ISMC**

Enter comments

Recommended

- Not Recommended
- ISMC : Support Document Required
- ISMC : Clarification

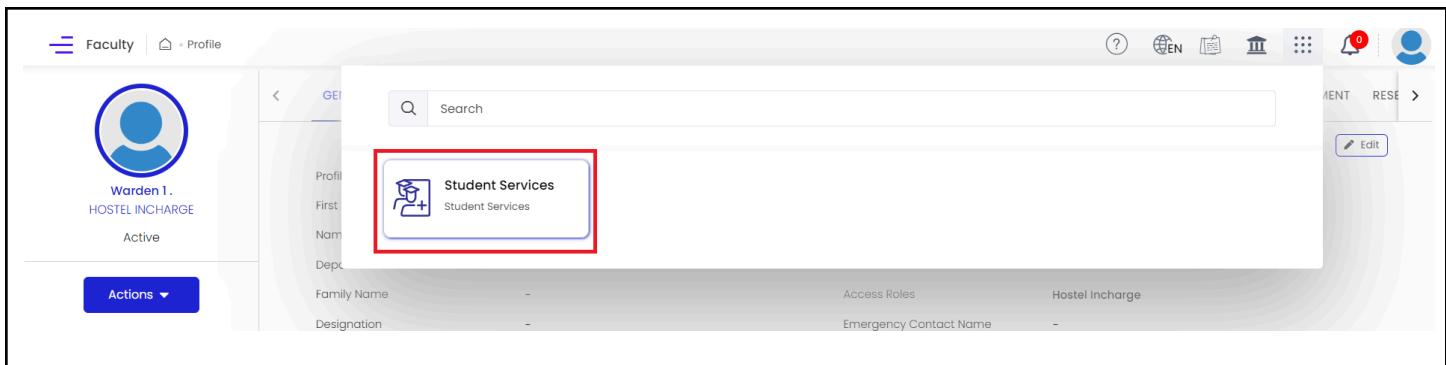
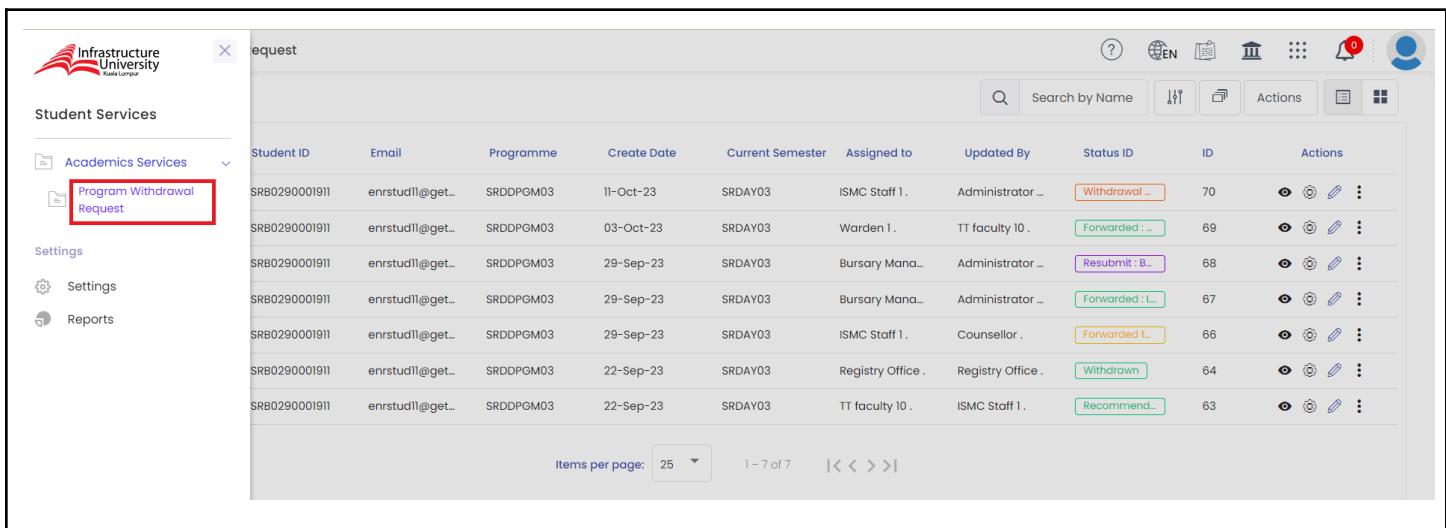
2.4 Dean Operations

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.

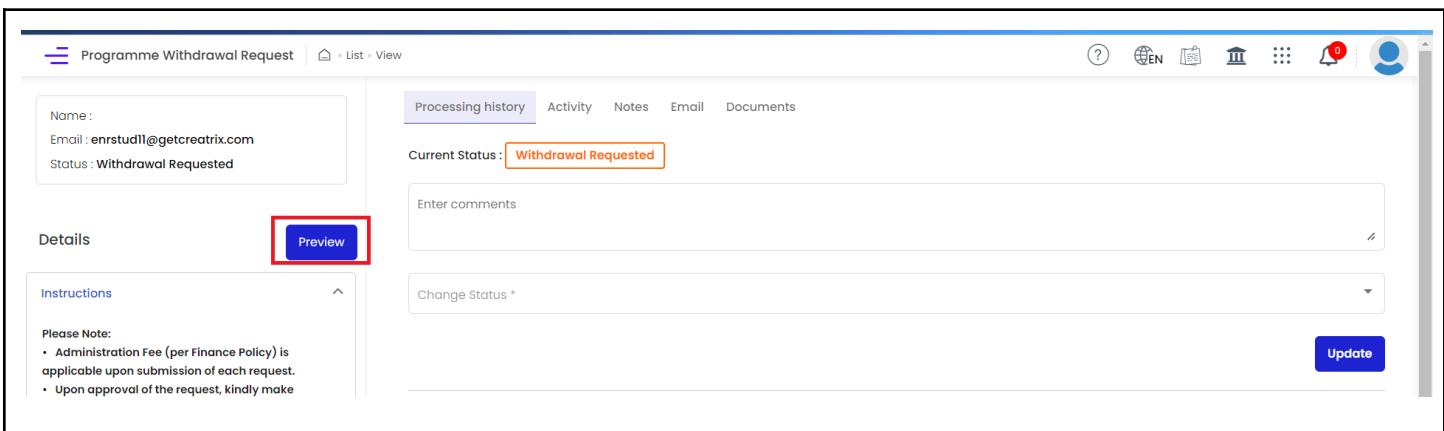
This screenshot shows a list of 'Program Withdrawal Request' entries. The left sidebar has 'Student Services' selected, with 'Academics Services' and 'Program Withdrawal Request' highlighted with a red box. The main table lists student details such as Student ID, Email, Programme, Create Date, Current Semester, Assigned to, Updated By, Status ID, and ID. Each row has an 'Actions' button. The table includes a search bar, a 'Items per page:' dropdown set to 25, and a page navigation bar showing 1-7 of 7.

Student ID	Email	Programme	Create Date	Current Semester	Assigned to	Updated By	Status ID	ID	Actions
SRB02900019II	enrstud11@get...	SRDDPGM03	11-Oct-23	SRDAY03	ISMC Staff 1.	Administrator	Withdrawal...	70	View Approve Reject Details More
SRB02900019II	enrstud11@get...	SRDDPGM03	03-Oct-23	SRDAY03	Warden 1.	TT faculty 10.	Forwarded...	69	View Approve Reject Details More
SRB02900019II	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator	Resubmit : B...	68	View Approve Reject Details More
SRB02900019II	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator	Forwarded : L...	67	View Approve Reject Details More
SRB02900019II	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	ISMC Staff 1.	Counsellor.	Forwarded to...	66	View Approve Reject Details More
SRB02900019II	enrstud11@get...	SRDDPGM03	22-Sep-23	SRDAY03	Registry Office.	Registry Office.	Withdrawn	64	View Approve Reject Details More
SRB02900019II	enrstud11@get...	SRDDPGM03	22-Sep-23	SRDAY03	TT faculty 10.	ISMC Staff 1.	Recommend...	63	View Approve Reject Details More

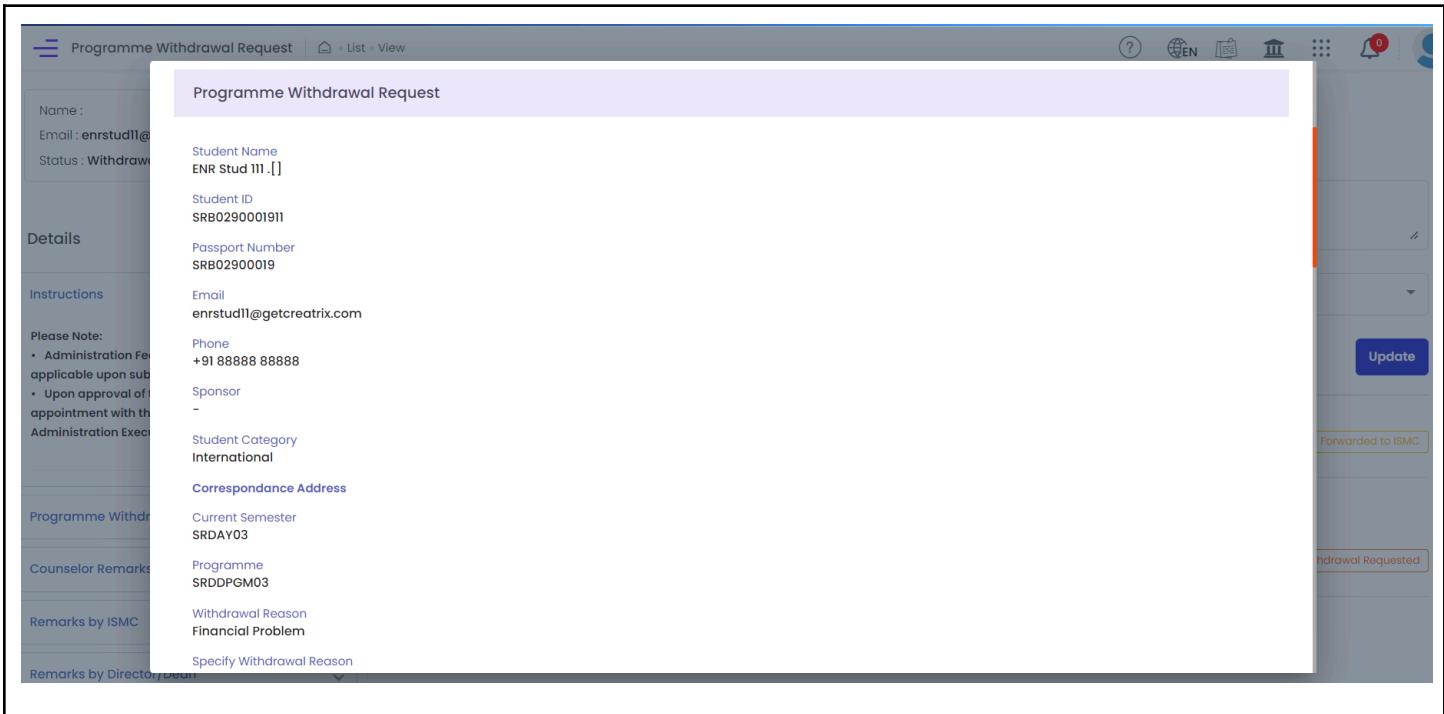
Step 2 : Once the dean received the request select detail view

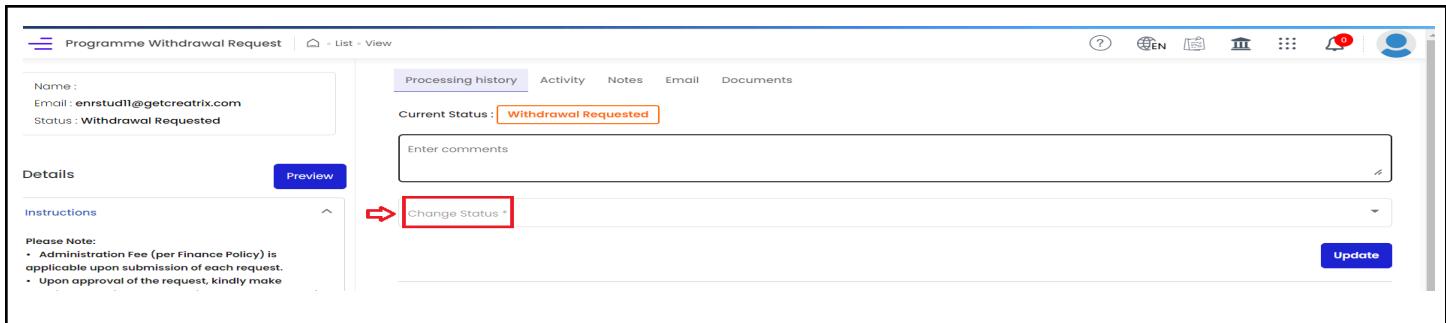


Step 3: Select preview to see the students details of the students.



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



Step 5 : Click the status dropdown to change the status


Programme Withdrawal Request | List | View

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

Details Preview

Instructions

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

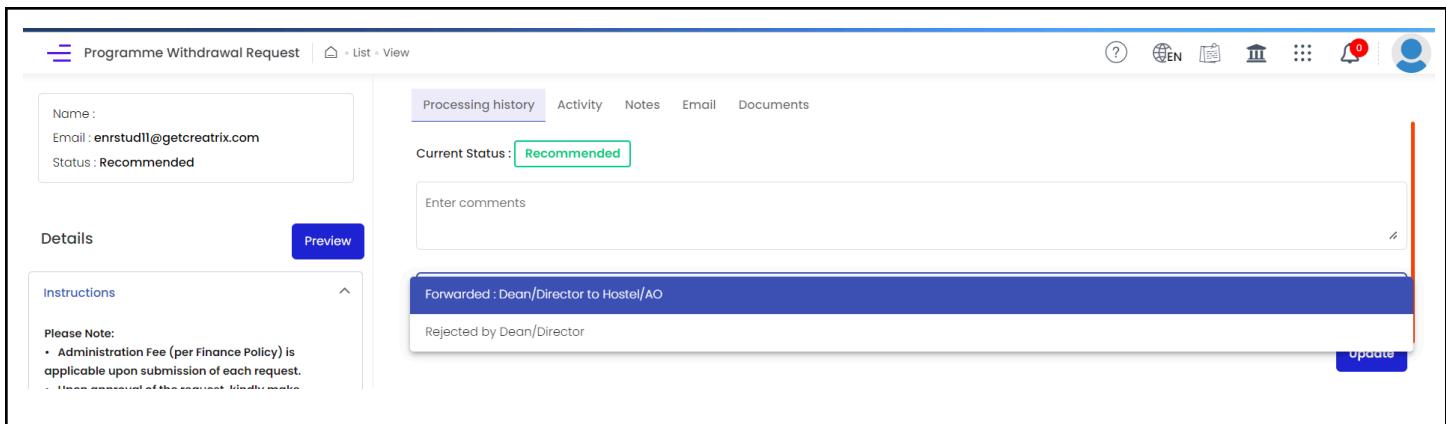
Processing history Activity Notes Email Documents

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@getcreatrix.com Status : Recommended

Details Preview

Instructions

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

Processing history Activity Notes Email Documents

Current Status : Recommended

Enter comments

Forwarded : Dean/Director to Hostel/AO

Rejected by Dean/Director

Update

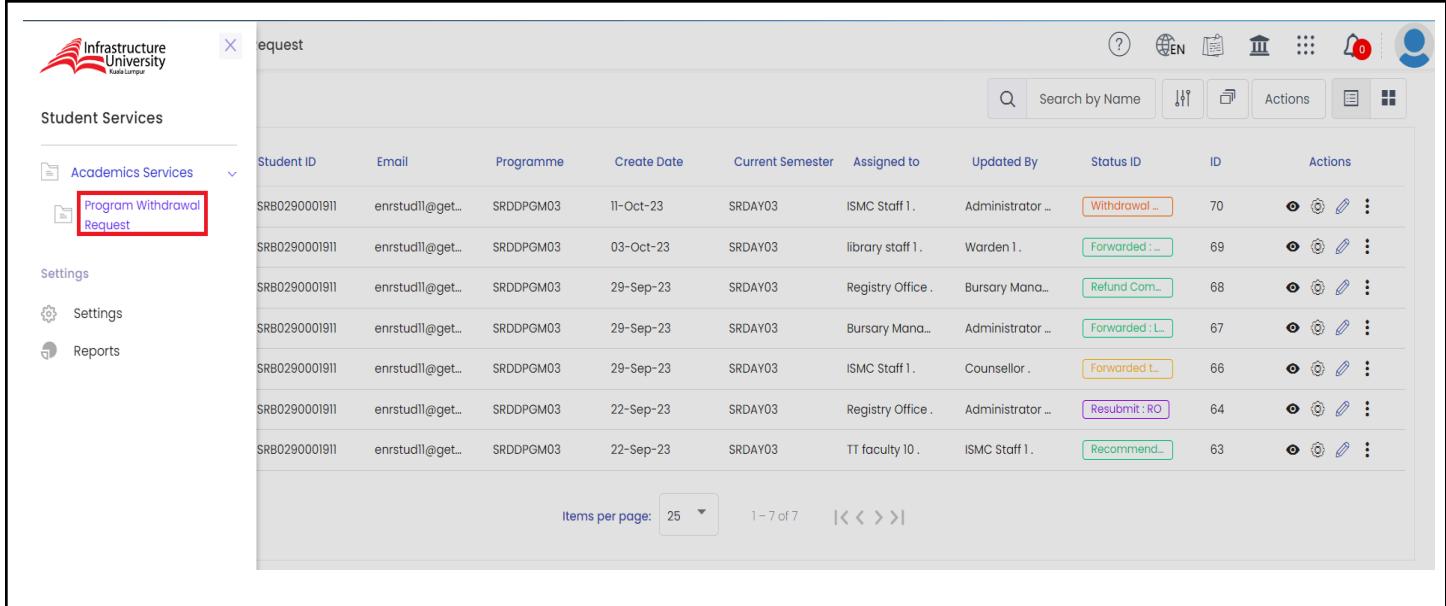
2.5 Hostel Operations

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.

The table displays the following data:

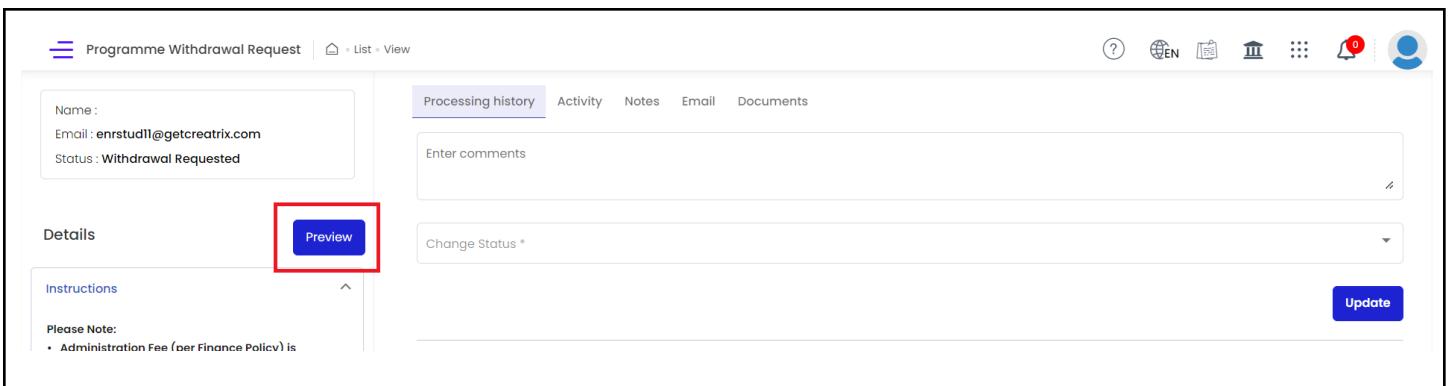
Student ID	Email	Programme	Create Date	Current Semester	Assigned to	Updated By	Status ID	ID	Actions
SRB0290001911	enrstud11@get...	SRDDPGM03	11-Oct-23	SRDAY03	ISM Staff 1.	Administrator ...	Withdrawal ...	70	View Approve Reject Details ⋮
SRB0290001911	enrstud11@get...	SRDDPGM03	03-Oct-23	SRDAY03	library staff 1.	Warden 1.	Forwarded : ...	69	View Approve Reject Details ⋮
SRB0290001911	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	Registry Office .	Bursary Mana...	Refund Com...	68	View Approve Reject Details ⋮
SRB0290001911	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator ...	Forwarded : L...	67	View Approve Reject Details ⋮
SRB0290001911	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	ISM Staff 1.	Counsellor .	Forwarded t...	66	View Approve Reject Details ⋮
SRB0290001911	enrstud11@get...	SRDDPGM03	22-Sep-23	SRDAY03	Registry Office .	Administrator ...	Resubmit : RO	64	View Approve Reject Details ⋮
SRB0290001911	enrstud11@get...	SRDDPGM03	22-Sep-23	SRDAY03	TT faculty 10 .	ISM Staff 1.	Recommend...	63	View Approve Reject Details ⋮

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



ENR Stud 111.[] SRB0290001911 enrstud11@getcreatrix.com SRDDPGM03 29-Sep-23 SRDAY03 Bursary Mana... Administrator ... Forwarded: L... 67

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



Programme Withdrawal Request List View

Name : ENR Stud 111.[]
Email : enrstud11@getcreatrix.com
Status : Withdrawal Requested

Processing history Activity Notes Email Documents

Enter comments

Details Preview

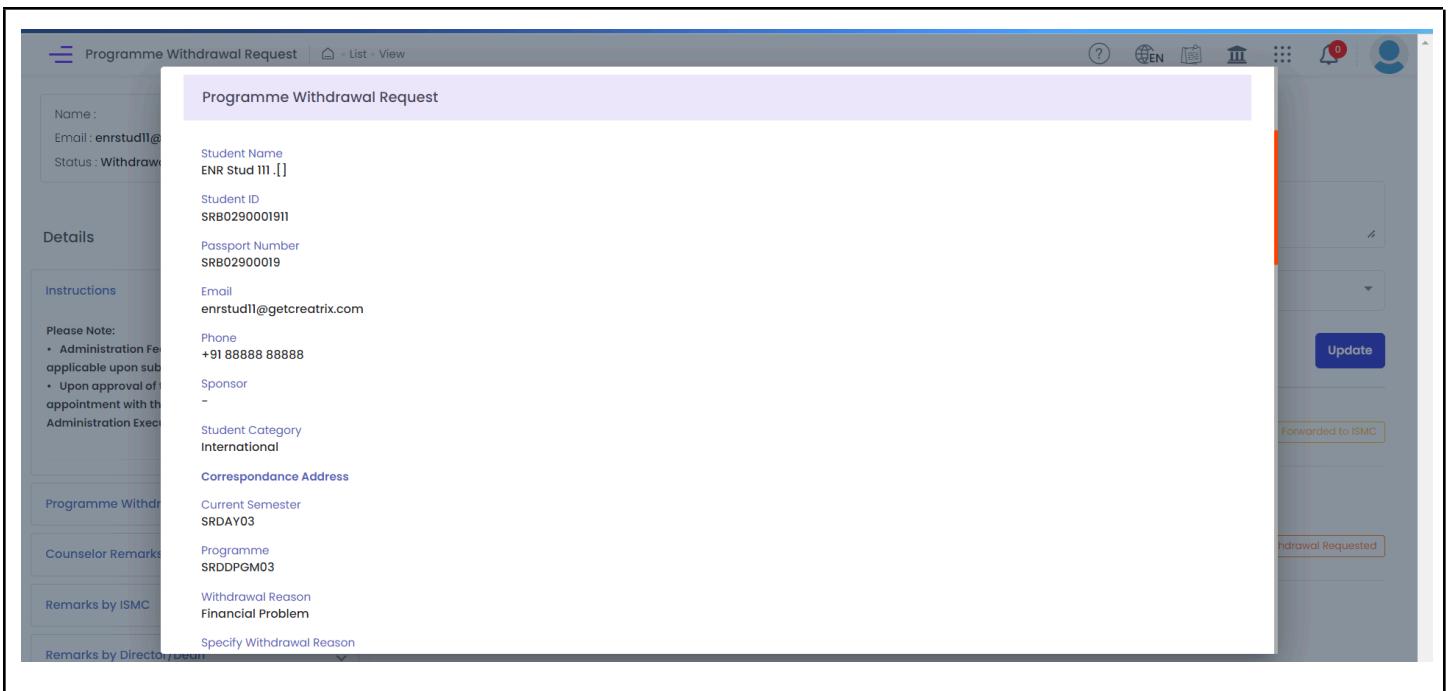
Instructions

Please Note:
• Administration Fee (per Finance Policy) is

Change Status *

Update

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



Programme Withdrawal Request

Name : ENR Stud 111.[]
Email : enrstud11@getcreatrix.com
Status : Withdrawal Requested

Details

Instructions

Please Note:
• Administration Fee (per Finance Policy) is applicable upon submission of application.
• Upon approval of application, the student will be removed from the system.

Programme Withdrawal Request

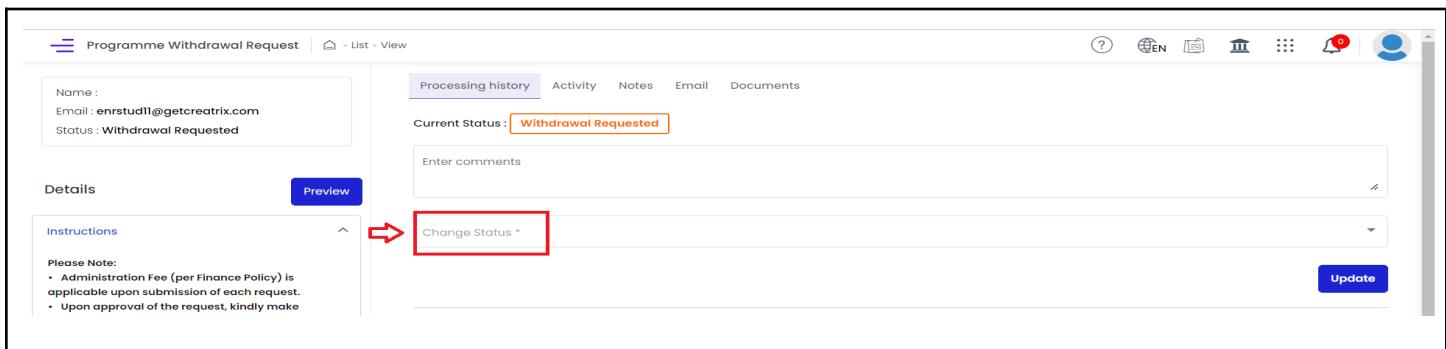
Counselor Remarks

Remarks by ISMC

Remarks by Director

Student Name : ENR Stud 111.[]
Student ID : SRB0290001911
Passport Number : SRB02900019
Email : enrstud11@getcreatrix.com
Phone : +91 88888 88888
Sponsor : -
Student Category : International
Correspondence Address
Current Semester : SRDAY03
Programme : SRDDPGM03
Withdrawal Reason : Financial Problem
Specify Withdrawal Reason :
Forwarded to ISMC
Withdrawal Requested

Step 5 : Click the status dropdown to change the status



Programme Withdrawal Request | List - View

Details **Preview**

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

Processing history Activity Notes Email Documents

Current Status : Withdrawal Requested

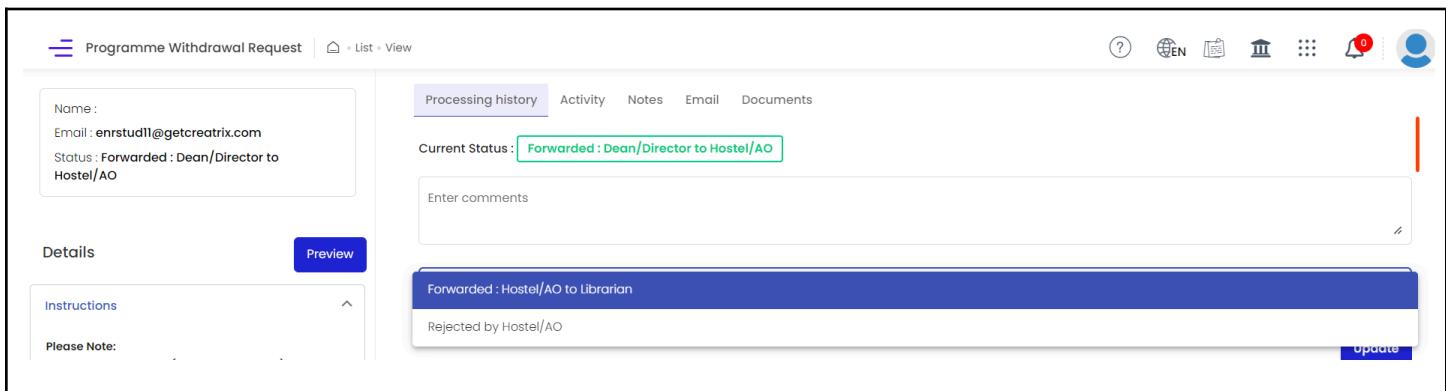
Enter comments

Change Status *

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

Update

Step 6 : Select the status from the dropdown option



Programme Withdrawal Request | List - View

Details **Preview**

Name :
Email : enrstud11@getcreatrix.com
Status : Forwarded : Dean/Director to Hostel/AO

Processing history Activity Notes Email Documents

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

Enter comments

Forwarded : Hostel/AO to Librarian
Rejected by Hostel/AO

Update

2.6 Librarian Operations

Upon receiving the forwarded request from the Hostel warden:

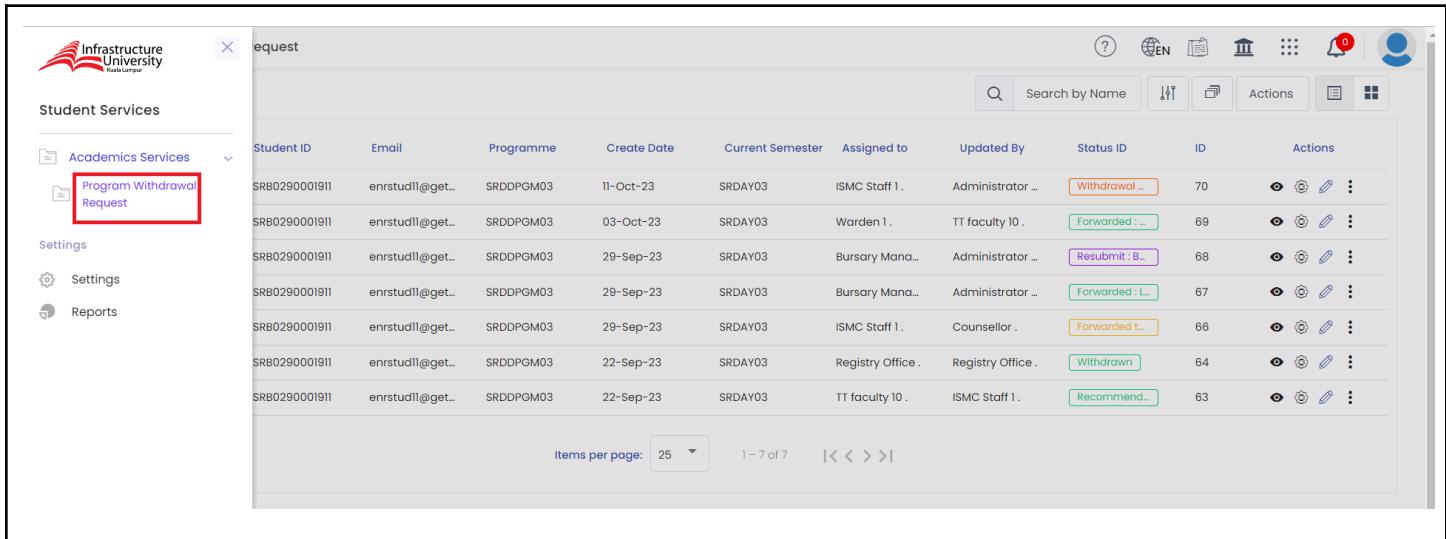
- If the Librarian approves, the process advances to the next stage.
- If not approved, a notification is sent to the student.

Step-by-Step Process of Librarian Operations:

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



The screenshot shows the Faculty profile page. On the left, there is a sidebar with 'Faculty' and 'Profile' tabs. The 'Profile' tab is active, showing a profile picture of 'library staff 1. LIBRARIAN' and the status 'Active'. Below the profile picture is a 'Actions' button. In the center, there is a 'Student Services' button with a graduation cap icon, which is highlighted with a red box. The 'Student Services' button has the text 'Student Services' and 'Student Services' below it. At the bottom of the page, there are sections for 'Family Name', 'Access Roles', and 'Emergency Contact Details'.



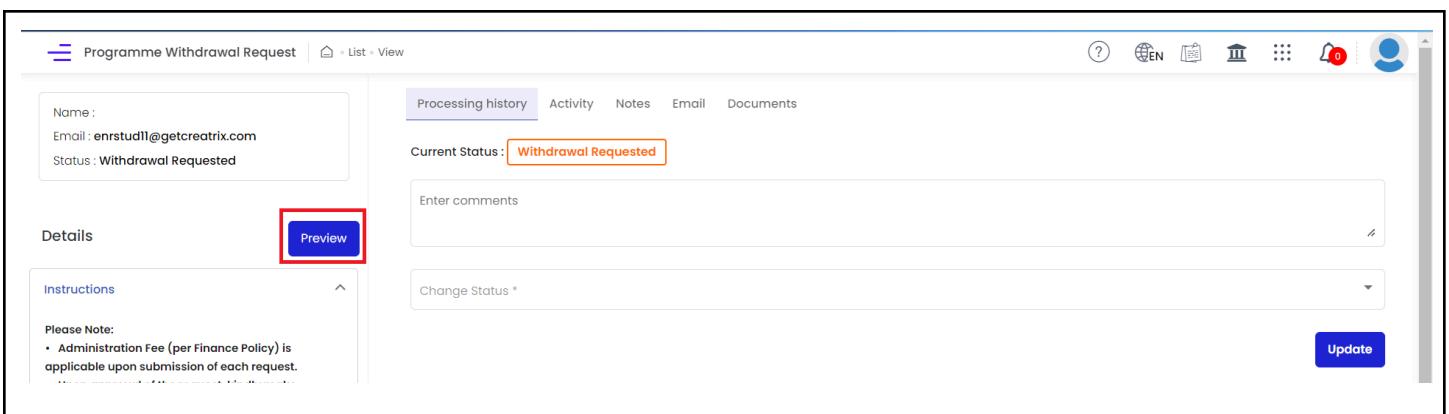
The screenshot shows the 'Program Withdrawal Request' list page. On the left, there is a sidebar with 'Student Services', 'Academics Services', and 'Program Withdrawal Request' buttons, with 'Program Withdrawal Request' highlighted with a red box. The main area is a table with columns: Student ID, Email, Programme, Create Date, Current Semester, Assigned to, Updated By, Status ID, ID, and Actions. The table contains 7 rows of data. At the bottom, there are pagination controls for 'Items per page:' (25), '1 - 7 of 7', and navigation icons.

Student ID	Email	Programme	Create Date	Current Semester	Assigned to	Updated By	Status ID	ID	Actions			
SRB02900019II	enrstud11@get...	SRDDPGM03	11-Oct-23	SRDAY03	ISM Staff 1.	Administrator ...	Withdrawal ...	70				
SRB02900019II	enrstud11@get...	SRDDPGM03	03-Oct-23	SRDAY03	Warden 1.	TT faculty 10.	Forwarded : ...	69				
SRB02900019II	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator ...	Submit : B...	68				
SRB02900019II	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	Bursary Mana...	Administrator ...	Forwarded : L...	67				
SRB02900019II	enrstud11@get...	SRDDPGM03	29-Sep-23	SRDAY03	ISM Staff 1.	Counsellor .	Forwarded L...	66				
SRB02900019II	enrstud11@get...	SRDDPGM03	22-Sep-23	SRDAY03	Registry Office .	Registry Office .	Withdrawn	64				
SRB02900019II	enrstud11@get...	SRDDPGM03	22-Sep-23	SRDAY03	TT faculty 10.	ISM Staff 1.	Recommend...	63				

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



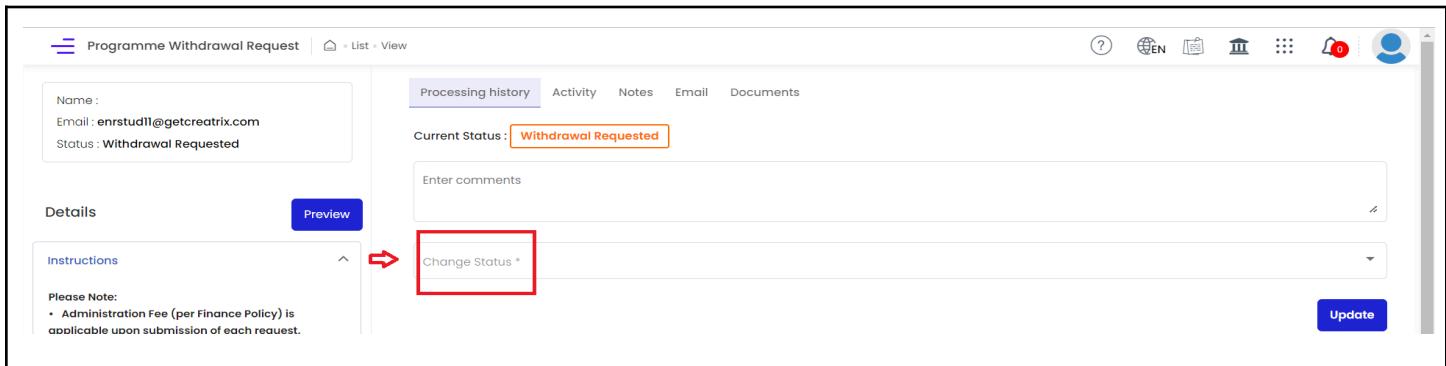
Step 3 : Select preview to see the students details of the students.



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

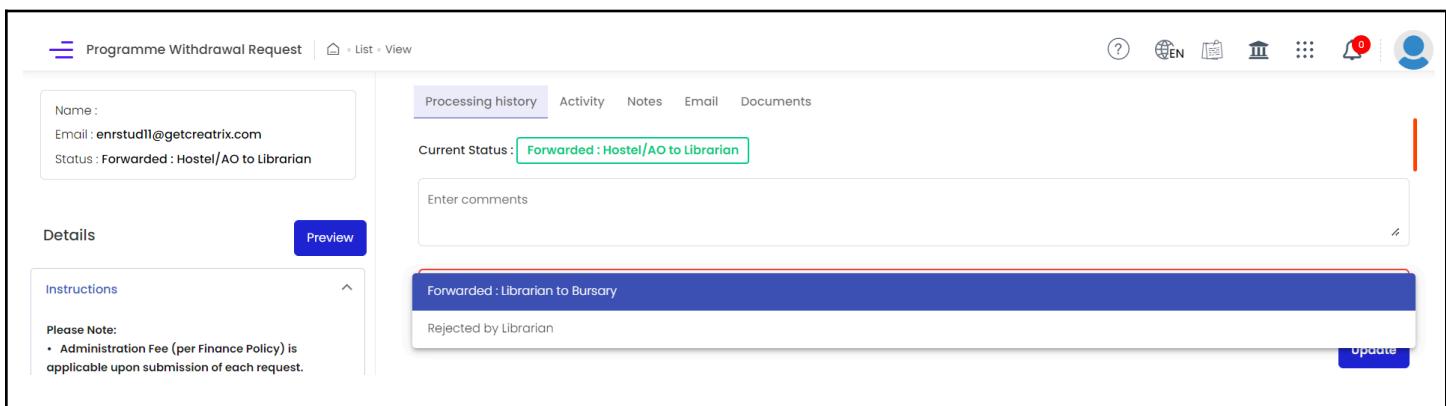


Step 5 : Click the status dropdown to change the status



The screenshot shows the 'Programme Withdrawal Request' page. On the left, there is a 'Details' section with fields for Name, Email, and Status. A 'Preview' button is visible. On the right, there is a 'Processing history' tab, an 'Activity' section, and a 'Notes' section. The 'Current Status' is shown as 'Withdrawal Requested' in an orange box. Below it is a 'Change Status' dropdown menu with several options. A red box highlights the 'Change Status' button, and a red arrow points to the dropdown menu. The 'Update' button is located at the bottom right of the page.

Step 6 : Select the status from the dropdown option



The screenshot shows the 'Programme Withdrawal Request' page after the status has been changed. The 'Current Status' is now 'Forwarded : Hostel/AO to Librarian' in a green box. The 'Change Status' dropdown menu is still visible, showing the previous status 'Forwarded : Hostel/AO to Librarian' and other options like 'Forwarded : Librarian to Bursary' and 'Rejected by Librarian'. The 'Update' button is located at the bottom right of the page.

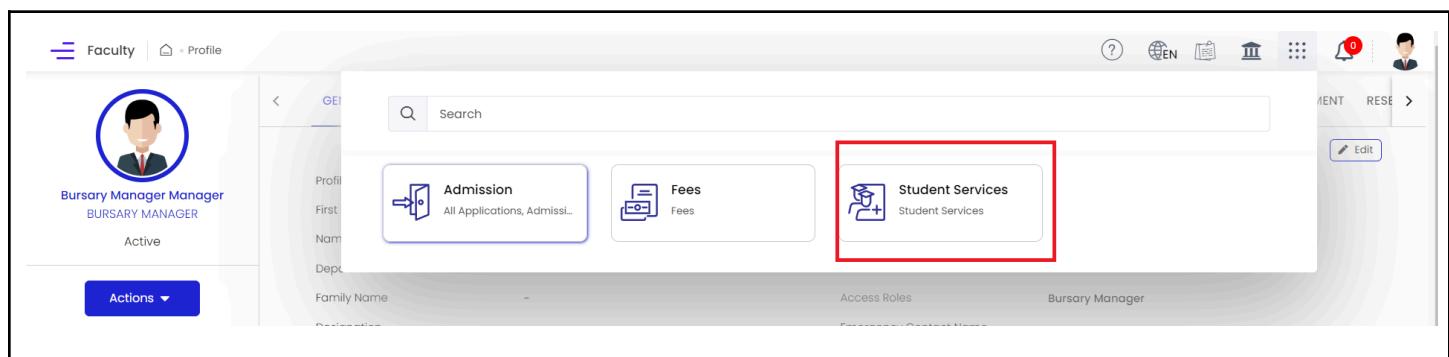
2.7 Bursary Operations

Upon receiving the forwarded request from the Librarian:

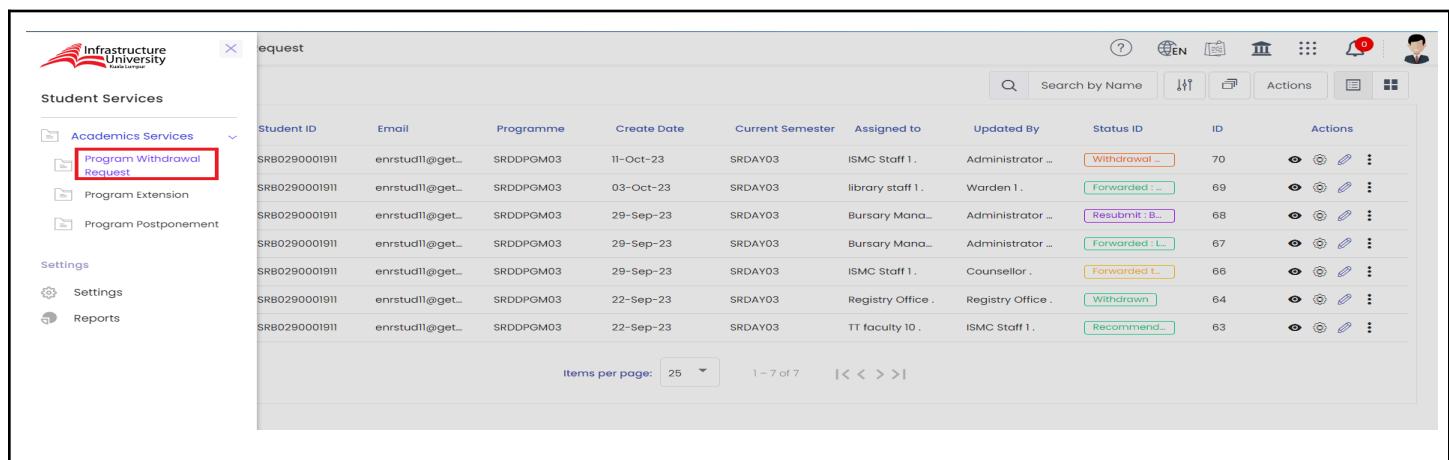
- The bursary examines both the Must Settle outstanding and Outstanding Partially paid components.
 - If either is confirmed, a notification is sent to the student.
- In case supporting documents are required, the student is notified accordingly.
- The bursary also verifies the status of Outstanding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



The screenshot shows the main menu interface. On the left, there is a user profile for 'Bursary Manager Manager' with the title 'BURSARY MANAGER' and status 'Active'. Below the profile is a 'Actions' button. The main menu has several categories: 'Admission' (All Applications, Admissi...), 'Fees', and 'Student Services' (Student Services). The 'Student Services' button is highlighted with a red box. The top right of the screen shows various system icons and a notification bell with a red '0'.

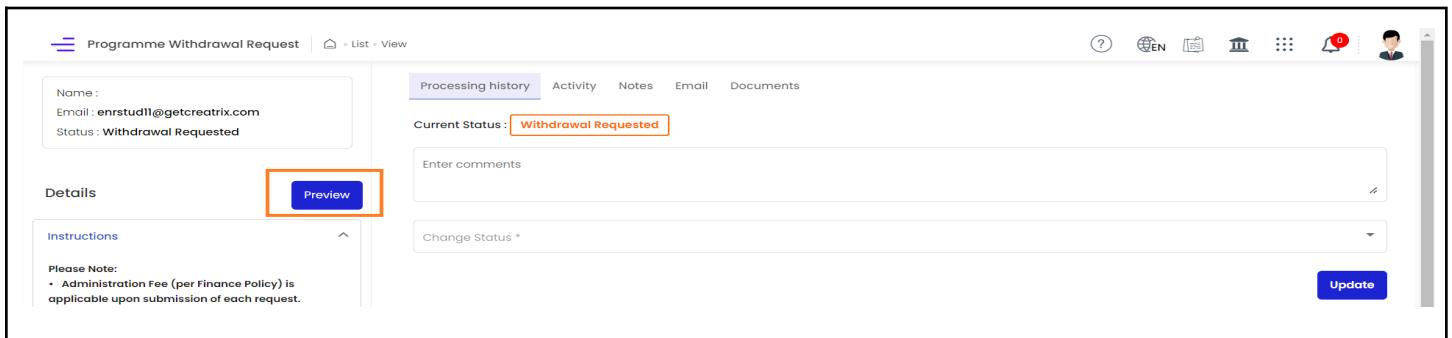


The screenshot shows the 'Program Withdrawal Request' list page. The left sidebar has a 'Student Services' menu with 'Academics Services' expanded, showing 'Program Withdrawal Request' highlighted with a red box. Other menu items include 'Program Extension' and 'Program Postponement'. The main area displays a table of withdrawal requests with columns: Student ID, Email, Programme, Create Date, Current Semester, Assigned to, Updated By, Status ID, ID, and Actions. Each row in the table has a set of icons for viewing, editing, and deleting. The table includes pagination at the bottom with 'Items per page: 25' and '1 - 7 of 7'.

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



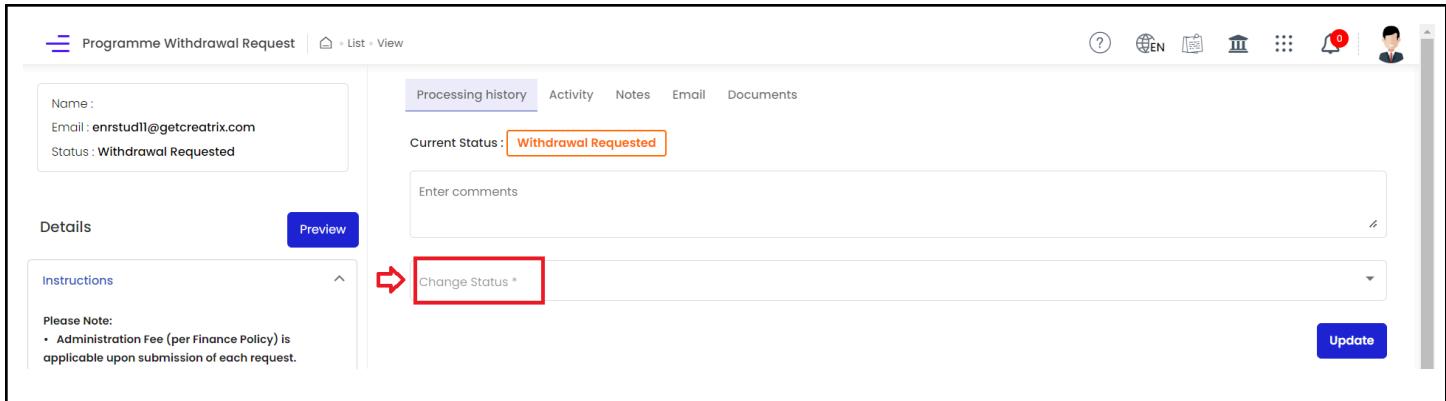
Step 3 : Select preview to see the students details of the students.



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



Step 5 : Click the status dropdown to change the status



Programme Withdrawal Request

Processing history Activity Notes Email Documents

Current Status: Withdrawal Requested

Enter comments

Details Preview

Instructions

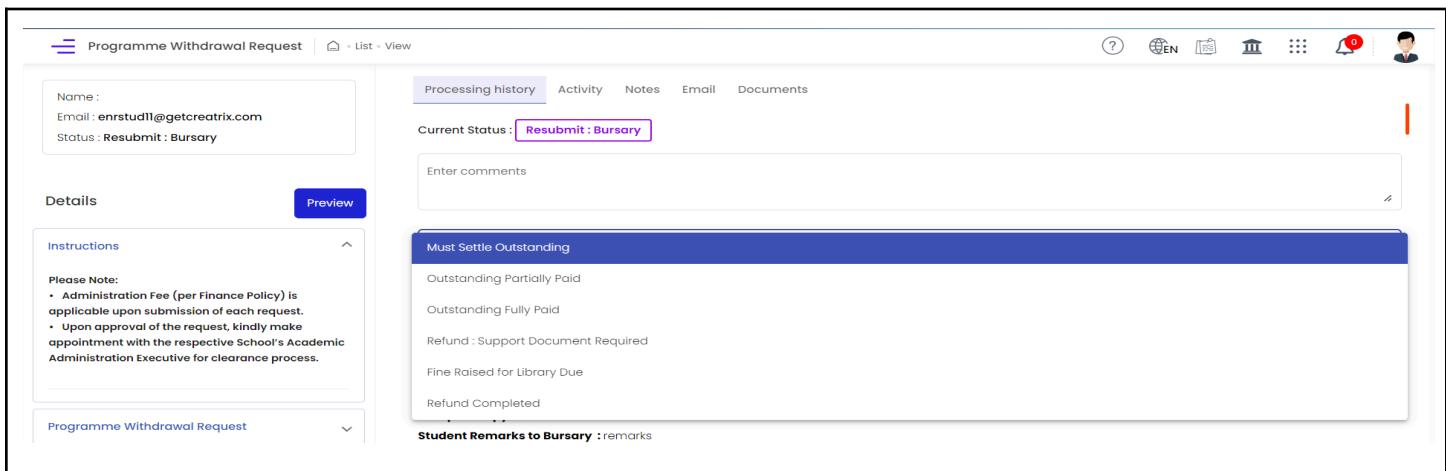
Please Note:

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

Change Status *

Update

Step 6 : Select the status from the dropdown option



Programme Withdrawal Request

Processing history Activity Notes Email Documents

Current Status: Resubmit : Bursary

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 appointment with the respective School's Academic Administration Executive for clearance process.

Programme Withdrawal Request

Must Settle Outstanding

- Outstanding Partially Paid
- Outstanding Fully Paid
- Refund : Support Document Required
- Fine Raised for Library Due
- Refund Completed

Student Remarks to Bursary : remarks

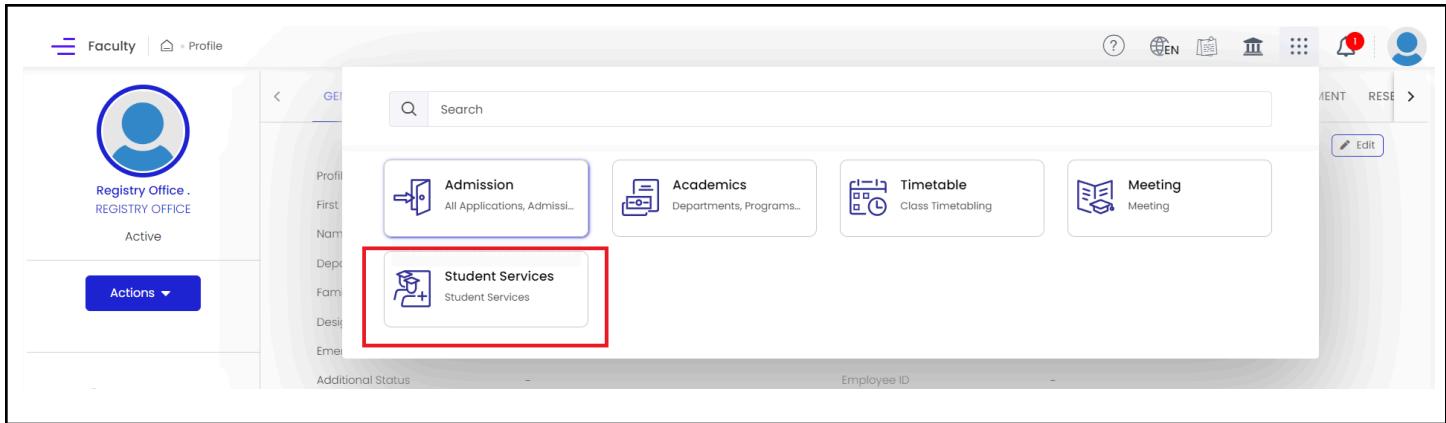
2.8 Registry Officer Operations

Upon receiving the forwarded request from the bursary:

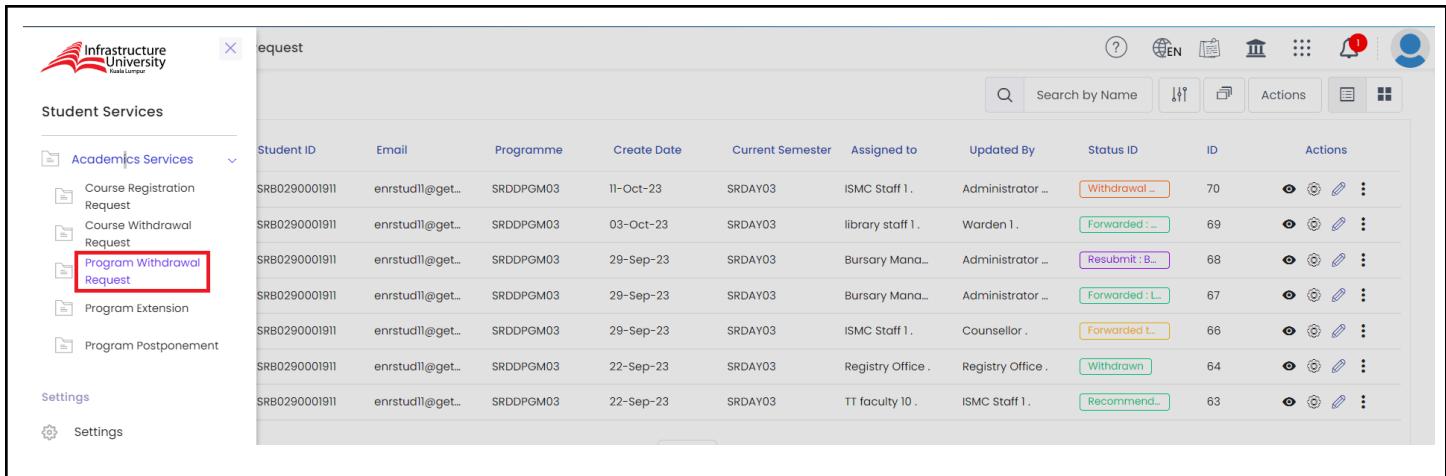
- The registry processes the request by either approving, rejecting, or withdrawing it.

Step-by-Step Process of Registry Officer Operations:

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



The screenshot shows the main menu of the system. On the left, there is a sidebar with a user profile picture and the text 'Registry Office . REGISTRY OFFICE Active'. Below this is a 'Actions' button. The main area has a search bar and several buttons: 'Admission', 'Academics', 'Timetable', and 'Meeting'. The 'Student Services' button is highlighted with a red box. The top right corner shows various system icons.



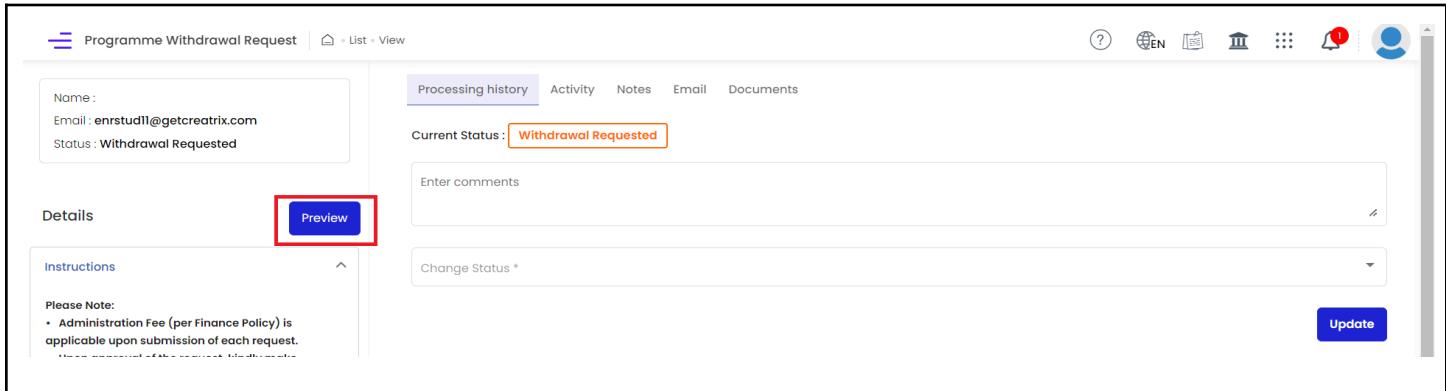
The screenshot shows the 'Student Services' page. On the left, there is a sidebar with 'Academics Services' expanded, showing 'Course Registration Request', 'Course Withdrawal Request', 'Program Withdrawal Request' (which is highlighted with a red box), 'Program Extension', and 'Program Postponement'. The main area is a table titled 'Request' with columns: Student ID, Email, Programme, Create Date, Current Semester, Assigned to, Updated By, Status ID, ID, and Actions. The table contains several rows of data, each with a set of icons for actions like 'Withdrawal', 'Forwarded', 'Resubmit', and 'Edit'.

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



ENR Stud 111.[] SRB0290001911 enrstud11@get... SRDPGM03 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

Details **Preview**

Instructions

Please Note:

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

Processing history Activity Notes Email Documents

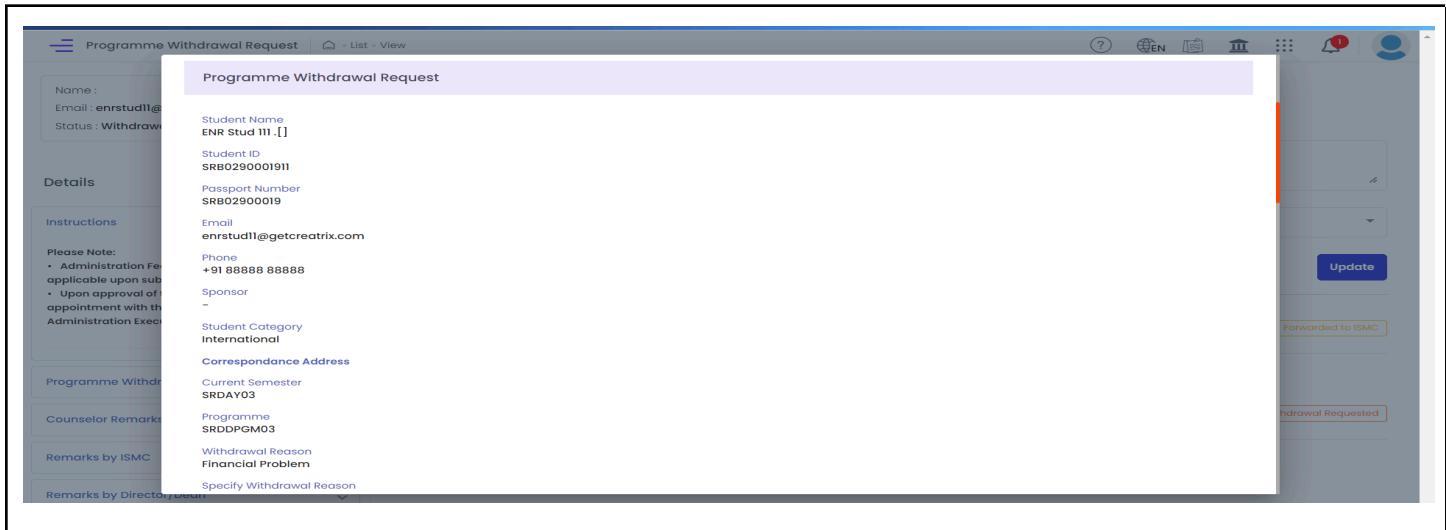
Current Status : Withdrawal Requested

Enter comments

Change Status *

Update

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



Programme Withdrawal Request List View

Details

Instructions

Please Note:

- Administration Fee is applicable upon submission of each request.
- Upon approval of the request, the student will be removed from the system.

Programme Withdrawal Request

Counselor Remarks

Remarks by ISMC

Remarks by Director/Dean

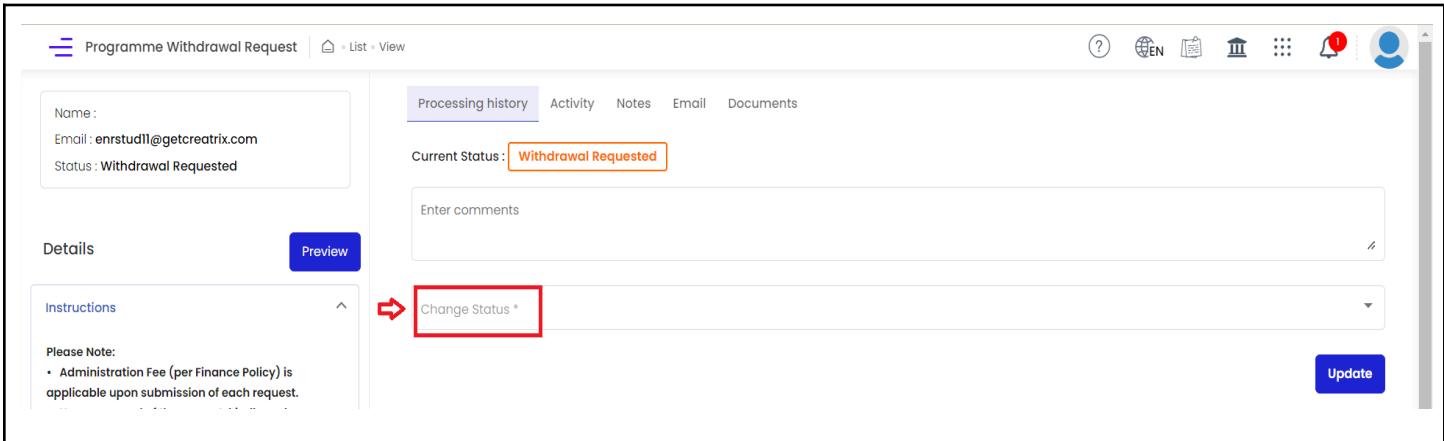
Correspondence Address

Programme Withdrawal Reason

Specify Withdrawal Reason

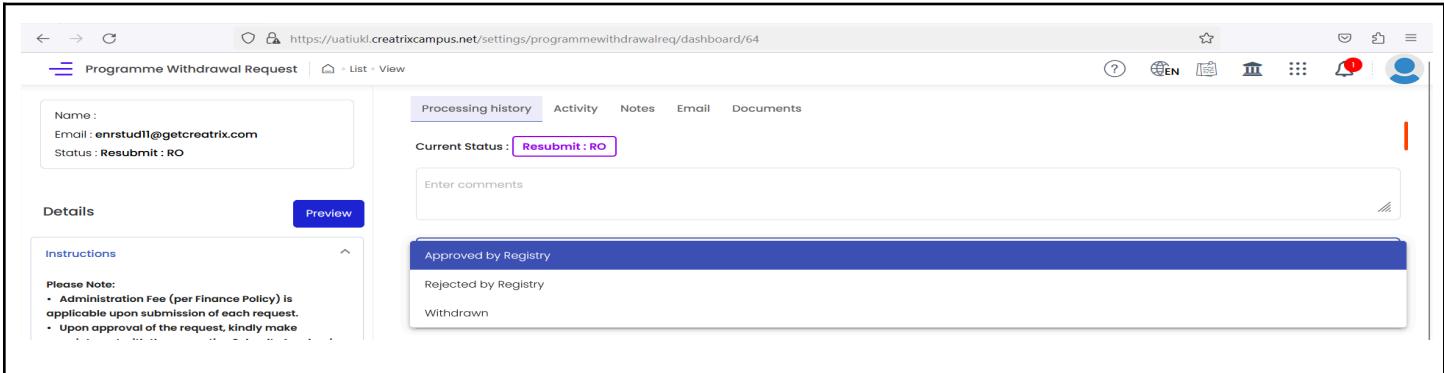
Update

Step 5 : Click the status dropdown to change the status



The screenshot shows the 'Programme Withdrawal Request' page. In the 'Current Status' field, 'Withdrawal Requested' is selected. A red arrow points to the 'Change Status' dropdown menu, which is open and displays several options: 'Approved by Registry', 'Rejected by Registry', and 'Withdrawn'.

Step 6 : Select the status from the dropdown option



The screenshot shows the 'Programme Withdrawal Request' page after the status has been changed. The 'Current Status' field now displays 'Rejected by Registry'. The 'Change Status' dropdown menu is no longer visible.