

ATTENDANCE POLICY

Updated June 2025

ATTENDANCE POLICY SUMMARY

The summary below highlights the key features of Verto Education's Attendance Policy.

Required Attendance: Participants are required to regularly attend and engage in scheduled courses and related academic activities. Faculty take attendance in each course meeting. On-time, regular attendance and active course participation are critical to creating a dynamic learning environment for participants to achieve the intended learning outcomes while studying abroad.

General Absences: Verto understands that absences happen from time to time. Verto does not categorize *general absences* as excused or unexcused. Each class has a set number of absences calculated based upon course credits/hours and schedule before a grading impact is incurred. Participants are not required to provide documentation for general absences.

Excessive Absences and Grading Impact: Each course has its own attendance policies as detailed in the course syllabus. Attendance policies vary from course to course, and excessive absences will impact final course grades. Failure to attend or removal from a course due to excessive absences may result in an "F" grade on the final transcript.

- Absences in excess of 10% of course contact hours will result in grade penalties.
- Absences in excess of 20% of course contact hours will result in failure by absence.
- Participants who fail due to excessive absences may be removed from a course, potentially impacting required full-time enrollment status.

Types of Absences: Verto does not categorize absences as excused or unexcused. Participants are required to manage their class attendance responsibly. Each course has a maximum number of accumulated *general absences* per course, outlined in each course syllabus. This varies from course to course, based on total course credits and class meeting schedule each term. In the event of an emergency or extended absence, Verto will determine whether exceptions apply on a case-by-case basis.

Lateness/Early Departure: Verto expects participants to be seated and settled at the course start time and remain for the course duration. Participants who arrive late or leave early can disrupt the learning environment for faculty and peers. Faculty are responsible for determining late arrival policies for their course, and there may be consequences, including, but not limited to, being marked absent, participation or grade deductions, missed assignments, being removed from class, etc.

Full-Time Enrollment: Participants must maintain full-time enrollment for visa and immigration purposes for the study abroad program duration. Full-time enrollment is defined as enrollment in 12 or more credit hours. Participants are subject to program dismissal if they are unable to maintain full-time enrollment.

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ATTENDANCE POLICY

Overview

Attending classes is crucial for success in college, especially during a study abroad experience. Verto Education's attendance policies are written to ensure participants remain on track academically and maintain visa/student immigration status in the host country.

Verto's Approach to Attendance: Verto Education must adhere to the requirements of our Academic Provider as well as the visa/immigration regulations for the local host country. Verto utilizes the following strategies to ensure alignment while integrating practices of restorative education: transparent policies, early intervention and proactive communication, flexibility with accountability, education and support resources, gradual penalties, and reintegration plans.

Verto does not categorize absences as excused or unexcused. We understand that on occasion, participants may miss a class for various reasons. As such, Verto categorizes missed class time as 'general absences,' which are calculated according to the number of credits the course carries and how many times it meets per week. The attendance policy is adapted from the UNewHaven attendance policy, in alignment with standards of good practice for US Education Abroad.

General Absences:

General absences are calculated for each course by the number of credits/hours the course carries and the course meeting schedule.

- General absences are those related to class or lab/studio time missed due to lateness or early departure, medical appointments, occasional illness, mental health, scheduling conflicts, travel or related delays, personal reasons, weddings, interviews, etc. This is not an exhaustive list.
- Verto does not categorize absences as excused or unexcused, and expectations related to general absences are the same regardless of whether the absence is planned or unplanned.
- Participants are not required to provide documentation for general absences. However, participants must communicate with faculty and staff in the event of an absence and are responsible for any missed work.

See also: **Types of Absences** section below for additional information and absence exceptions.

Spotlight on Verto Community Value: Responsibility

- Participants have the privilege of studying abroad in a host country and must follow the stated visa and immigration regulations of the host country.
- Participants are expected to act responsibly to contribute to building a positive and transformative learning community.

Participant Attendance & Engagement Responsibilities

Participants are responsible for their attendance and participation and are required to attend all classes, labs, studios, course-related activities, and academic excursions. Participants are expected to regularly and punctually attend all classes and fully engage in class. Attendance is a key factor in building positive learning environments and making the most out of the experience abroad. Timely and consistent attendance and active engagement are important components of the Verto learning experience and are vital for experiential learning. Active attendance and participation reflect the Verto community value of responsibility.

Attendance includes:

- In-person classes and related class activities (punctual, on-time) to classes, labs, studios
- Online instruction, assignments, or online discussions as required
- On-time arrival and staying for the duration of the class or learning activity
- Required study or project group meetings and/or meetings with faculty members
- Academic excursions, active learning activities, guest speakers, and/or field trips
- Workshops, speakers, or events that are related to the course
- Learning Labs, Tutoring, Study Groups, Supplemental Instruction, and/or other Learning Support Services as required

Faculty may require attendance during and outside of standard class times based on individual academic performance, local events, rescheduling due to holidays, unexpected study center closures, or other related class work needed. Should a conflict arise, participants must discuss with the faculty in advance. Participants should not book leisure travel until they review a full semester course schedule for all enrolled classes. Verto reserves the right to adjust the program calendar if necessary to meet all required course contact hours.

Monitoring Attendance - Be Responsible & Show Up

Verto is dedicated to helping participants successfully adhere to the attendance policy. First and foremost, the organization encourages participants to be proactive in monitoring their attendance and understanding their obligations as participants. Verto uses Qwickly Attendance to monitor attendance, and participants may also access the software to view their records.

- Faculty record participant attendance in Qwickly via Canvas every class period.
- Participants may view their attendance records by selecting "Qwickly" from the left-hand menu in their Canvas course.
- Staff monitor Qwickly and will follow up with participants when/if they reach grade penalty and failure by absence thresholds.
- Qwickly sends automated emails notifying participants of attendance issues. Automated emails are sent when:
 - A participant is marked absent,
 - A participant is about to earn a grade deduction,
 - A participant has earned a second grade deduction,
 - And, when a participant has failed by absence.
- Staff will follow up directly when students earn their first grade deduction and when they are one absence away from failing by absence.

Academic Engagement - Be Present, Contribute & Connect

Verto values active participant participation and engagement in the overall academic experience and emphasizes the importance of participant engagement in creating a positive learning environment. Faculty also consider participant engagement in addition to regular attendance, and participants are evaluated upon active, academic engagement.

Academic engagement is defined as *regular and meaningful interactions with your professors and peers in the learning environment*. Regulations consider participant academic engagement as part of academic progress, reporting, grading, and immigration compliance.

Verto expects participants to actively participate and engage with instructors and peers in class. Submitted work demonstrates “sufficient mental effort, active participation, and commitment” that is gradable by faculty. All participants should aim to be present, contribute, and connect with faculty and classmates during their college journey.

This includes:

- Arriving at class on time and staying for the full class or learning activity duration;
- Active participation and engagement in classes and out-of-class activities;
- Adherence to Acceptable Use of Technology and AI classroom policies;
- Distraction-free engagement for self and others;
- Participating in scheduled experiential and active learning activities for class, including activities that may be scheduled outside of regular class sessions;
- Engaging in online course learning systems and resources (e.g., Canvas, Cengage), discussions, and other course-related requirements;
- Participating in required meetings between peers, faculty, and academic support staff
- Regular communication with faculty and academic staff related to academic performance, attendance, and academic support needs;
- Participant application and timely disclosure for necessary academic accommodations, as relevant, and related participant-led communication with faculty and academic staff;
- Attending faculty office hours, participating in related study groups or learning support services such as test reviews, tutoring, etc., as encouraged by faculty and onsite staff;
- Following any requirements related to academic improvement, probation, or Student Success Actions as articulated by faculty or onsite academic staff.

Lateness - Be Punctual

Verto emphasizes punctuality as a key component in creating a positive learning environment for everyone in the classroom. Arriving late to class disrupts the flow of instruction and negatively affects faculty and peers.

On-time participants are seated, settled, and ready to begin class at the course start time, or even a few minutes early if possible. Faculty determine what threshold of lateness translates to an absence, but in general, being absent when attendance is taken at the start of class and/or arriving 10 minutes or more after the class start time will result in participants being marked absent. Persistent absenteeism will be addressed through meetings with faculty and participant support staff through discussions, time management workshops, or other actions as deemed necessary.

Withdrawal from Courses due to Non-Attendance

First Week of Classes

Participants are required to attend all scheduled classes during the first week of the term. Faculty carefully monitor attendance throughout the first week and report any enrolled, non-attending participants daily to local academic staff.

- Faculty will mark participants as “first week absent” in Qwickly Attendance.
- Academic staff will review the list of participants marked “first week absent” at the first week of class. Any participant still enrolled in the course, but who has missed all scheduled classes for the first week, will be marked as “Did Not Attend” and removed from any and all classes, unless they have communicated with their professors or local academic staff about their intent to remain enrolled.

During the Semester

Faculty have the authority to withdraw from class any participant who has been absent for two consecutive weeks of classes without an approved exception/extended absence in accordance with the above policy, and/or recommend withdrawal for participants causing significant disruption to the course as a result of ongoing absences or excessive violation of course-related policies. Faculty and participants must make a demonstrated effort to communicate regarding the absence prior to a removal from the course.

- Participants with non-consecutive excessive absences are subject to review and potential withdrawal. However, participants may remain enrolled with the approval of and adherence to applicable course policies, and agreement to follow an academic improvement or attendance reintegration plan.
- A dismissed participant will receive an administrative withdrawal (W) from the course if they are eligible for a withdrawal per the university’s “Withdrawal from a Course” policy and timeline, or a failure (F). All participants must remain enrolled for a minimum of 12 credits for the program duration to remain eligible.

See Related Policies:

- Payment, Cancellation, & Refund Policy
- Academic Status, Grades, and Transcripts

Types of Absences and Exceptions

Participants are expected to manage absences according to the policy and communicate with faculty and staff regarding any missed classes or required course activities. See “Overview” for the definition of “General Absences.”

Verto recognizes there are occasional exceptions needed, on a limited basis, to the General Attendance policy. This may be a result of an emergency or an extended medical emergency (e.g., unexpected surgery, medical isolation requirements by local country guidelines, etc.).

Exceptions are limited, must be reviewed and approved by onsite program or academic leaders, and require documentation. Faculty will be notified by program leaders and will be

asked to make accommodations as agreed upon between program staff, faculty, and participants. This may require alternative assignments, assignment extensions, additional independent work, virtual class attendance, or other accommodations as appropriate. Approved exceptions will not be penalized following the standard attendance policy.

Academic Accommodation or Religious Absences

Academic Accommodation requests must be submitted in advance of program participation, by the end of the first week of classes. Participants must follow all steps from submission to approval; no accommodations will be granted unless they have been officially approved by the University of New Haven and communicated to faculty directly by UNewHaven. Retroactive requests will not be granted.

Religious Absence Requests: Participants may request consideration for religious absences, which are considered only for officially recognized holidays. Accommodations for religious absence extend only to the exact date(s) of the official holiday(s), do not include additional days for travel, and must be approved via the Dean of Students prior to the end of Discovery Week for full consideration.

Absence exception requests are evaluated on a case-by-case basis. Review the Accommodations section in [Verto's Policies](#) for additional details and instructions on requesting academic or religious accommodations. Accommodations and exceptions are not guaranteed. Upon approval, faculty will reasonably accommodate when possible. It is up to the participant to discuss directly with faculty in advance of any planned absence.

Emergency Absences

Emergency absences are limited to those that are **urgent, unavoidable, unplanned, and unexpected**. Examples of qualifying absences include:

- **Medical Emergency/Hospitalization:** Student breaks their arm/leg and needs emergency surgery; Student is hospitalized with a severe illness.
- **Personal or Family Emergency:** Student experiences a traumatic event (death in the family, sexual assault, etc.)
- **Legal Issue/Safety Concern** that impacts a participant's ability to be in class and is beyond their control (e.g., legal hearing date scheduled by a court).

Absences that are **routine, avoidable, minor, and personal** are **NOT** considered emergencies. Examples of these absences include, but are not limited to:

- **Minor illnesses:** Student has a headache/feels sick/general doctor visits and encouragement to rest.
- **Transportation Issue:** Student misses the train/transit strike and is unable to get to class
- **Scheduling conflicts:** Meetings with university partner, internship/job interview, staff
- **Routine appointments:** medical appointment, visa appointments, staff appointments, etc., that could be scheduled at another time
- **Poor time management:** Oversleeping, missing the bus/metro, traffic or transit delays
- **Personal Travel:** Planned leisure travel not program related; "only flight available" or flights booked in advance of knowing course/program schedule or make-up dates.
- **Family/Friend Visits:** Parents/family or friends visiting during class sessions.

Claiming an Emergency

- In the event of an emergency, participants **must contact local academic or program staff immediately.**
- If possible, participants should also attempt to notify their faculty; however, faculty are not responsible for deciding whether or not an absence qualifies as an emergency.
 - If a participant claims an emergency absence, faculty will still mark a participant absent and then refer the communication to local staff who will investigate and make a final determination on a case-by-case basis.
- In the event local staff determine that an absence qualifies as an emergency absence, they will notify the participant and faculty member.
 - Local staff will provide guidance to the faculty on how to update attendance records, and, depending on the severity and impact of the emergency, may facilitate a discussion about how best to support the participant.

Extended Absences

Any extended absences, between one to two weeks of missed class, must have sufficient medical or related documentation. Medical documentation, such as a doctor's note, medical visit records, or other documents that demonstrate the need for an extended absence from class, is required. Documents must be submitted to program staff (not faculty) and require review and approval from the academic team, along with the Program Director and/or Verto's Dean of Students. Review Verto Health & Safety policies for more information.

During an extended absence, participants may be expected to:

- attend classes remotely/online/synchronously (such as in the event of quarantine),
- attend make-up classes or faculty office hours,
- participate in tutoring/study groups,
- and/or complete alternative work assignments, proctored exams, etc.

Attendance policies will be adjusted as necessary depending on the length of the absence. Participants may be advised to withdraw from a course or take an incomplete, depending on eligibility and timing.

Faculty and Course Expectations

Course expectations about attendance, participation, and engagement are primarily communicated to participants through the course syllabi and Canvas course. Each course syllabus will outline attendance policy expectations. In general, grade penalties begin once participants have missed more than 10% of a course's meeting times. Excessive absences of more than 20% of course hours may result in a failing grade on the final, official transcript.

Faculty are required to include **specific attendance policy information** that corresponds to their course credit hours and meeting times in course syllabi for each section. See below for details.

Faculty must **take and report attendance daily** in Qwickly Attendance. It is the faculty and participants' responsibility to keep track of absences and their potential impact on final grades. Local support staff are available to provide ongoing support for faculty and participants.

Faculty will adjust grades **during mid-term and end-of-term grading periods** to reflect any impact of absence on the earned grade, notifying participants via Canvas. Faculty are encouraged to utilize gradebook features in alignment with the parts of term to ensure ongoing visibility for participants, and update records following the local academic calendar.

General Absence Grading Table - All Courses

The following grading table outlines the gradual penalties participants receive as a result of exceeding the stated general absence thresholds.

- The number of general absences is calculated based on how many times per week a course meets and how many credit hours it is worth.
- Participants begin receiving final grade penalties by missing 10% or more of class time.
- Participants may fail the course by absence by missing more than 20% of class time

Participants who fail as a result of excessive absence may be unenrolled from a course and are at risk of being dismissed from their Verto experience if the removal results in the participant losing their full-time academic status - see Enrollment and Academic Standing policy.

Every faculty member is required to include a copy of this absence penalty table in their syllabi that corresponds to their course meeting times. It is the responsibility of faculty and participants to regularly and accurately track attendance. Faculty will apply any accumulated final grade deductions when calculating midterm and final grades. Attendance-related records are available in Canvas and/or upon request with course faculty.

Final Grade Penalties Based on Number of Absences and Course Type							
Course Credit Hours & Class Sessions Per Week*	Number of Absences and Grade Impact						
	1	2	3	4	5	6	7
1 credit meeting every other week	No impact	Grade Penalty -3.33 pts	Grade Penalty -6.67 pts	Grade Penalty -10 pts	Course Withdrawal		
1 credit meeting once per week	No impact	Grade Penalty -3.33 pts	Grade Penalty -6.67 pts	Grade Penalty -10 pts	Course Withdrawal		
3 or 4 credits meeting once per week	No impact	Grade Penalty -3.33 pts	Grade Penalty -6.67 pts	Grade Penalty -10 pts	Failure by Absence		
3 or 4 credits meeting twice per week	No impact	No impact	No impact	Grade Penalty -3.33 pts	Grade Penalty -6.67 pts	Grade Penalty -10 pts	Failure by Absence
Lab component** <i>Example only: Labs varies by Subject & Schedule - Refer to Syllabus for details</i>	No impact	Grade Penalty -5 pts	Grade Penalty -10 pts	Failure by Absence			

* as applied to the general weekly course schedule, regardless of holidays or course cancellations.

** Important: The number of labs missed may vary by course and differ from the general guidance offered above. Failing the lab component of select lecture/lab courses may result in failure of the lecture. Consult your course syllabi for subject and lab-specific details.

It is important to note that **absences without final grade penalties are not necessarily absences without consequences**. Participants remain responsible for any missed work due to an absence. Missed quizzes or exams cannot be made up if prior arrangements were not agreed upon. It is at the full discretion of the faculty to determine whether any make-up work or assessment is available, and may vary from course to course and based on when absences occur during the term. Failure to communicate with course faculty and to complete work as assigned will impact a participant's final grade.

Applied Examples

1. Suri is enrolled in COMM 1130 Principles of Communication, which is a 3-credit course that meets twice per week. At the mid-term grading period, Suri had missed 3 classes and earned a 97 (A). No grade penalties were applied on the mid-term grade report. In the second half of the semester, Suri missed two additional classes for 5 total absences for the term. Her final grade was a 95 (A) at the end of the term, but when calculating final grades, the faculty would deduct -6.67 pts from Suri's earned grade, lowering her final reported grade to an 88 (B+).

Course Credit Hours & Class Sessions Per Week*	Number of Absences and Grade Impact						
	1	2	3	4	5	6	7
3 or 4 credits meeting twice per week	No impact	No impact	No impact	Grade Penalty -3.33 pts	Grade Penalty -6.67 pts	Grade Penalty -10 pts	Failure by Absence

2. Shawn is enrolled in SDEV 1150 Foundations for Success, which is a 1-credit course that meets every other week. At the mid-term grading period, Shawn had no absences and earned a 97. No grade penalties were applied on the mid-term grade report. In the second half of the semester, Shawn earned a final grade of 93 (A-) but missed three classes. When calculating the final grade, the faculty deducted -6.67 pts from Shawn's grade, lowering the final reported grade to 86 (B).

Course Credit Hours & Class Sessions Per Week*	Number of Absences and Grade Impact						
	1	2	3	4	5	6	7
1 credit meeting once per week	No impact	Grade Penalty -3.33 pts	Grade Penalty -6.67 pts	Grade Penalty -10 pts	Course Withdrawal		

Planning for Absences

Participants are responsible for reviewing and understanding the attendance policy and faculty expectations for each course as outlined in the course syllabus. In general, participants should:

- **Notify faculty, peers, and support staff as soon as possible:** Participants are responsible for respectfully communicating in writing with their faculty, peers, and support staff about attendance with as much notice in advance as possible (preferably within 24 hours before and/or after the absence).
 - Accepted notifications include: email notifications to Verto email addresses, direct written messages to faculty via Canvas, or other approved communication channels as outlined (emergency phone, staff email).
 - Faculty will outline their specific communication preferences in their course syllabus and/or Canvas course; participants are encouraged to reach out to faculty or support staff with questions.
- **Submit homework:** Participants should submit all homework in advance of any planned absences or immediately following an unplanned absence. Late homework is subject to faculty discretion for acceptance, and grading penalties may be applied if no prior communication or approvals.
- **Attend faculty office hours:** Participants who miss class are encouraged to attend faculty office hours before/after the absence to review course materials and discuss any plans to address the absence.
- **Catch up on missed work:** Participants should check in with classmates for homework and class notes to catch up on what they missed, gather notes, etc. Faculty are not obligated to provide additional instruction, class notes from discussion, homework extensions, or make-up from in-class assignments or assessments.
- **Check in with your onsite staff & monitor your grades:** Faculty will report daily attendance and any absences via Canvas and engage local academic support staff to help participants monitor course attendance. Connect with local staff to discuss missed homework and classes and to track the impact of class absences on overall grades.

Missed Classes and Make-Up Policies

- **Make-up classes/contact hours:** Verto may schedule mandatory make-up classes that are required for participants in the event that a program requires additional contact hours due to local holidays, visa or immigration regulations, unexpected campus closures as a result of medical, weather, emergency, local events, and/or other unexpected reasons. Participants are expected to attend any scheduled make-up classes as part of the program.
- **Learning outside of class:** Participants may be required to attend workshops and experiential learning activities outside of regularly scheduled classes. Participants should review all course schedules and discuss course requirements with faculty prior to making personal arrangements that may interfere with scheduled activities.
- **Make-up work:** Faculty are not obligated to provide individual participants with make-up classes, homework, extra credit, or make-up quizzes or exams to individual participants as a result of an absence, unless planned for or approved in advance by academic accommodations or upon administrative request or approval by Verto staff.

- **Missed classes or work:** It is the participant's responsibility to obtain all information from any missed classes and to communicate absences in advance with their instructor and onsite staff.

Student Success Actions Related to Attendance

Violations of the attendance policy may result in student success actions such as student success alerts and student success plans that are requirements of continued program and course enrollment. The Student Success Actions policy has additional details on the range of interventions and sanctions participants may be subject to as a result of attendance policy or academic policy violations.

Addressing Attendance Issues Over the Semester

Verto is dedicated to helping participants adhere to the attendance policy and addressing attendance challenges when they arise. Participants must be proactive in resolving issues that may impact their attendance. This includes:

- Applying for academic accommodations and following through necessary steps to have accommodations in place prior to the start of the semester, if needed;
- Self-monitoring attendance and general absences via Qwickly/Canvas;
- Regular communication with faculty and onsite staff regarding attendance;
- Reaching out for help when needed;
- Accepting responsibility for decisions that impact grades and identifying strategies to get back on track if mistakes are made.

Verto staff monitor attendance over the course of the semester, and use the following strategies to advise and support participants throughout the semester:

Pre-Departure through Add/Drop

- Verto reviews all participant academic eligibility including a review of high school transcripts and grades and any prior learning records to determine course eligibility.
- Participants are responsible for applying for academic accommodations, if needed.
- Participants are required to complete Math and Language Placement exams to have access to courses that are at the appropriate level.
- Participants can select rank order priorities for courses they wish to take abroad, and have access to Channel and Direct Transfer course transferability information to support course selection.
- Participants may join weekly Academic Office Hours, 1x1 advising sessions, and participate in a wide range of pre-departure academically focused events, and review resources provided through Canvas PACE and Location-specific onboarding courses.
- Participants receive a schedule of coursework adapted to their unique academic eligibility, post-Verto credit transfer (if applicable), and US higher education best

practices for first-year scheduling and coursework to create a balanced schedule at the appropriate level of challenge.

- Participants have the opportunity to adjust their schedules during the appointed Add/Drop period during the first week of classes with input from faculty and onsite staff. Staff review and approve all requests, with some exceptions that are escalated to UNewHaven for review.

Post Add/Drop through Mid-Terms & Course Withdrawal Deadline

- Participants have access to view earned grades and attendance via Canvas. Staff check in to ensure participants have access to Canvas, Cengage, and other course resources. Faculty provide feedback and grades during the first half of the semester and report mid-term grades.
- A mid-term grade report is provided by the University of New Haven within one week of mid-terms to ensure all participants know their current academic standing.
- Staff meet with participants 1x1 to review academic progress throughout the semester, and at mid-terms.
- Staff identify participants who are at risk of failure due to academic performance and/or failure by absence prior to the course withdrawal deadline to discuss options such as withdrawal from the course and/or withdrawal from other courses to create a more manageable course load for the participants.
 - Participants must remain enrolled in at least 12 credit hours to maintain their full time student status;
 - Participants will not be allowed to withdraw from courses that serve as co-requisites unless they can also withdraw from the co- requisite course without falling below the 12 credit hour threshold;
 - Participants will need to meet with onsite post-Verto planning staff if the decision to withdraw will impact their ability to continue in their post-Verto pathway. In general, channel students will not be allowed to withdraw from courses required by their partner or below the credit threshold required to matriculate to their partner school.
- Participants who are at risk of failure by absence but not able to withdraw from a course(s) may have the option to develop an attendance re-integration plan as part of a student success plan. Reintegration plans often require:
 - Faculty meeting
 - Attendance contracts
 - Skill-building workshops
 - Mandatory attendance at study groups, tutoring, office hours, etc.
- Reintegration plans will be reviewed at regular, agreed-upon intervals and must last at least one full part of term. For example, participants who activate a reintegration plan in Part of Term 2 must satisfy requirements through the end of Part of Term 3.
- At the end of each part of term, staff will evaluate whether or not students have met the requirements of their reintegration plan. If participants satisfy all requirements, they may

renegotiate their requirements and/or terminate their plan in agreement with program staff.

Course Withdrawal to the End of Part of Term 3

- Participants who are at risk of failure due to academic performance or failure by absence after the course withdrawal deadline will not be able to adjust their course load.
- Reintegration plans activated during this time will require:
 - An attendance contract
 - Meeting with the instructor in the affected courses
 - At least one skill-building workshop
 - Safety Net Meeting
 - Mandatory attendance in a learning support of the participant's choosing (study group, 1x1 tutoring, etc.)
- Participants who display significant dedication and ability may be eligible to request an incomplete and finish coursework after the end of the semester. This is not guaranteed, and faculty must agree to continue supporting/evaluating the participants' work after the end of the semester. Any participant who is issued an incomplete must finish all coursework within 45 days of the end of their program.
- Reintegration plans activated after the course withdrawal deadline remain in effect until the end of the program.

Part of Term 4 to the End of the Program

- Participants who reach the "Failure by Absence" threshold in Part of Term 4 are eligible for a modified attendance re-integration plan:
 - Participants must maintain high-quality attendance (all classes attended, no tardies) from the start of the agreement to the end of the semester;
 - Participants who maintain high-quality attendance will only be subject to the highest grade penalty (-10) instead of automatic failure by absence
- Participants who reach the "Failure by Absence" threshold in the final two weeks of the semester are ineligible for the modified attendance re-integration plan.

Questions?

Please contact the local Academic Director/Manager, Program Director, and/or the Verto Dean of Students (deanofstudents@vertoeducation.org) for questions about the Attendance Policy.

This policy has been modified from Verto Education's Academic Provider, the University of New Haven, and adapted to ensure participants are in compliance with local immigration regulations and good practices for US Education Abroad.

For more information, please review [UNewHaven Attendance Regulations](#).

Appendix: Submitting Documentation for Extenuating or Mitigating Circumstances

Introduction

Extenuating or mitigating circumstances are serious, unavoidable, unexpected, and urgent situations that have the potential to interrupt or negatively impact a participant's program participation and academic performance. These include, but aren't limited to:

- **Medical conditions:** Examples include hospitalization due to severe illnesses or emergency surgeries.
- **Personal and family emergencies:** Examples include traumatic events such as a death or significant illness in the immediate family, or sexual assault.
- **Accidents or incidents:** Examples include accidents resulting in broken bones or requiring immediate medical attention, or safety concerns.
- **Unexpected Disruptions:** Examples include legal obligations that require, by law, the participant's presence.

If a participant experiences an emergency or extenuating circumstances, they must submit a request to their Student Support Advisor by emailing them directly. Provide details and supporting documentation for any extenuating circumstances. Include the following information:

- Overview of the circumstances
- Supporting documentation (e.g., police report, medical documentation, or other)
- Resulting impact - include any dates for classes, assignments, exams, or other program or academic requirements missed or impacted.

Any requests must be submitted before the deadline for any graded assignment, project, quiz, or exam; within 24 hours of any missed class activities; or as soon as possible (within 24 hours) following any emergency. For events that occur over the weekend, which may impact courses occurring on a Monday, documentation must be submitted by 8 am local time on Monday. Verto may be unable to consider extenuating circumstances if notification occurs after these deadlines and is unable to provide retroactive exceptions. Providing official documentation to support the situation is essential.

Upon receipt of any requests and documentation, the Student Success Advisor will escalate the situation as needed to local program leadership and Verto's Dean of Students for further discussion and action.

Verto Policies

Verto Education has policies in place for emergency and extended absence. These policies provide guidance to understand participants' options, resources available, and how to manage individual needs and coursework in such circumstances.

- [Attendance Policy](#): This policy covers emergency and extended absences
- [Student Success Actions Policy](#): This policy details academic success resources, services, and interventions Verto provides to participants to support their academic success.

Participants should speak with their Student Success Advisor or their program's Academic Director/Manager for any questions about these policies.

Emergency Absences

For a **sudden emergency** (e.g., severe illness, accident) that prevents a participant from attending classes or completing assignments, they should take the following actions:

1. **Emergency only: Immediately call the emergency phone as directed in your location.** For emergencies only.
2. **Contact onsite staff - Student Success Advisor** for immediate assistance and guidance for onsite non-emergency support.
3. **Notify faculty** if a participant will be absent from class or would like to request an extension, they should email faculty directly or message them via Canvas, as directed in the course syllabus.

Program staff will escalate any emergencies as needed to Verto's Dean of Students.

Examples of Emergencies

- Severe illness
- Hospitalization
- Physical accident | assault
- Traumatic Event within the immediate family, such as death or severe illness

Outcomes of Emergency Situations

The participant will be notified in writing of any significant decisions regarding their situation, and, if warranted, an academic plan will be prepared to document any changes as outlined in the review and approval process.

All information related to emergencies is kept confidential, though it will be shared with relevant individuals, including their SSA, Faculty, local Academic or Program leaders, and other individuals with a need to know, following FERPA and privacy guidelines.

Extended Absences

If a participant anticipates an extended absence due to an ongoing medical condition or other significant reason, they should **email their Student Success Advisor** to discuss potential accommodations and include required documentation, such as medical notes or official verification.

The Student Success Advisor will escalate any necessary situations to a member of their program's leadership team, such as the Program Director, Academic Director/Manager, or Student Success Manager, as well as Verto's Dean of Students.

Please note that ongoing, non-emergency medical conditions, unless they suddenly and significantly worsen, are typically addressed through academic accommodations, through the University of New Haven, rather than extenuating circumstances. Accommodations are not provided retroactively and must be requested in advance. Participants can request academic accommodations in advance of the start of the semester. Refer to Verto's policy on [Accessibility and Accommodations Process](#) for information on how to apply for accommodations.

Outcomes of Extenuating Circumstances Requests

Verto will acknowledge and review all submitted documentation for extenuating circumstances. Requests will be considered on a case-by-case basis. In some cases, approvals may not be granted if the situation does **not** meet the established criteria for extenuating or mitigating circumstances.

Situations where we might not take action or approve requests include:

- Ongoing medical conditions (unless a sudden, significant change occurs). For ongoing issues, participants must pursue approved academic accommodations via the University of New Haven.
- Course-related responsibilities or assignments that are feasible given the situation.
- Lack of official supporting documentation.
- Circumstances reported more than two weeks after the emergency situation occurred, with no previous communication.
- Situations where a participant's overall academic standing would not be impacted or improved, even with better performance on the affected assessment.
- Malfunctions of a participant's personal computer hardware, software, or internet connection before or during an assignment, project, or other class deadline.

- Travel and transportation issues such as missing or cancellations of flights, trains, buses, local transit, transit strikes, etc., or visiting family members and friends.

If a participant's extenuating circumstances are approved, they may receive academic accommodations or modifications. These could include modifications or alternative assignments or an extension on the deadline for a graded assignment, project, or other course assessment. Any related absences will also be reviewed and considered.

The participant will be notified in writing within 48 hours of emailing a request for an accommodation or exception based on an extenuating circumstance of any significant decisions regarding their submitted documentation. Failing to submit proper documentation may delay responses and decisions. An academic plan will be prepared to document any changes as outlined in the review and approval process.

All information related to extenuating circumstances is kept confidential, though it will be shared with relevant individuals, including the participant's SSA, Faculty, local Academic or Program leaders, and other individuals with a need to know, following FERPA and privacy guidelines.

Summary of Participant Action Items

- **Contact onsite staff** (e.g., SSA or Program Director) for immediate support. Follow any local emergency protocols as directed.
 - Situations requiring additional guidance will be escalated to Verto's Dean of Students by the program's onsite staff.
- Follow up as directed with faculty or others, as appropriate.