

COURSE CHANGES, REPEATS, AND PROGRAM DEPARTURES

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COURSE CHANGES, REPEATS, AND PROGRAM DEPARTURES SUMMARY

The summary below highlights the key features of the Course Changes, Repeats, and Program Departures Policy.

Course Changes during Add/Drop: Participants may request changes to their schedules during Add/Drop week, the first full week of classes only.

Add/Drop requests are not guaranteed and depend on site-specific factors and partner requirements. Participants who do not want or need to make adjustments to their schedule during Add/Drop week are not required to take any action.

Course Changes after Add/Drop: Any schedule changes made after the Add/Drop period, but before the Course Withdrawal deadline, are considered **course withdrawals**. Participants will receive a “W” on their final transcript, which will not impact their GPA. Participants may not withdraw below full-time student status.

Participants **cannot withdraw from a course after the withdrawal deadline**. Non-attendance does not constitute a withdrawal. Participants will receive a final grade based on the work completed and grades earned for the full duration of the term, which are factored into the full requirements of the course.

Course Repeats: Participants **may request to repeat a course** previously taken through a Verto experience. Requests are reviewed and approved by the University of New Haven on a case-by-case basis. Participants in the Academic Recovery Program may be required to repeat a course under the University of New Haven’s Grade Replacement policy.

Program Departures - Cancellations: Participants who leave the program **before the end of day of the last day of Add/Drop** are categorized as program cancellations. They will not have a transcript prepared by the University of New Haven.

Program Departures - Withdrawals: Participants who leave the program **after the end of day of the last day of Add/Drop** (including over the weekend) and **before the program withdrawal deadline (the last day before finals)** are categorized as program withdrawals. Participants are withdrawn from all of their courses through the University of New Haven and receive “W” grades for all their courses on their final transcript.

Medical Withdrawals: Partial or full medical withdrawals from courses or the full program may be an option for participants experiencing medically related events that impact their

academic performance. Medical course/program withdrawals will be considered by the University of New Haven's Academic Resource Center based on review of written documentation from an appropriate qualified professional, such as a physician or mental health professional. Participants approved for medical withdrawals will receive "W" grades for approved courses on their final transcript.

Verto maintains the right to withdraw or dismiss participants from a course(s) and/or the program due to gross violations of the Code of Responsibility or for involuntary protective reasons. All participants are subject to the [Program Participation Agreement](#) and [Verto Payment and Cancellation policies](#).

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COURSE CHANGES, REPEATS, AND PROGRAM DEPARTURES

Overview

Participants may find they need to change their course schedule or withdraw from a Verto course or program experience during the course of the semester. Changes are impacted by specific date cutoffs, and participants must be aware of the procedure and implications of such changes. Degree-seeking and non-degree-seeking participants are subject to the same procedures for course changes, repeats, and program departures.

Add/Drop Period - First Week of Classes

Participants may request to add and/or drop a course within the first week of classes with no academic penalty. Any course changes finalized during the Add/Drop period will not appear on the final transcript.

Add/Drop requests must be made directly by participants online in [VertoConnect](#) during the first week of classes or submitted in writing if requests cannot be processed via VertoConnect. All requests are reviewed by onsite staff and may or may not be approved based on factors including, but not limited to:

- course availability;
- classroom capacity;
- scheduling conflict;
- participant academic eligibility;
- academic probation, enrollment, or academic success plan requirements;
- faculty recommendations or approval;
- course pre- and/or co-requisites;
- semester or academic-year enrollment;
- course transferability and/or Channel Partner requirements;
- Verto program requirements;
- and/or impact on the overall course, daily course hours, or weekly participant schedule, or credits/course load that may impact academic success.

Participants must remain enrolled in a minimum 12-credit course load to be a full-time student. Some Channel Partners require 15 or more credits for program participants. Please see [Academic Status, Grades, and Transcripts](#) for additional details.

See Verto's [Enrolled Participant](#) website and locate the Academic Calendar on the [Location Resources](#) section for exact dates by semester.

Course Withdrawals after Add/Drop

Course withdrawals refer to a participant unenrolling from a course after the official Add/Drop period and before the course withdrawal deadline. The published course withdrawal deadline is established by the University of New Haven. The course withdrawal deadline is typically shortly after midterms. Check the Academic Calendar in the Enrolled Participant [Location Resources](#) section for exact dates by semester.

Participants may choose to withdraw from a course for several reasons, most often to manage their course load or in response to academic grades. Course withdrawals should be considered thoroughly, and participants are encouraged to confer with faculty and onsite academic staff before deciding to withdraw from a course. Channel participants must consult Course Registration Guides to confirm the required credits for post-Verto credit transfer before withdrawing from a course, as it may impact eligibility with the Channel Partner post-Verto. Students on the Expanded GPA Pathway or International Student Pathway may not withdraw from required courses. Limitations may apply to courses that are eligible for withdrawal; for example, a participant may not withdraw from a course that is considered a co-requisite of another course in which they plan to stay enrolled.

Withdrawing from a course after Add/Drop and before the course withdrawal deadline will result in a “W” on official transcripts. A “W” on the transcript has no impact on GPA, but participants must maintain their full-time participant status (enrolled in at least 12 credit hours) for the semester duration. Please see [Academic Status, Grades, and Transcripts](#) for additional details.

Course withdrawals must be participant-initiated, except in cases where the participant has violated academic policies or as a result of extenuating circumstances. Course withdrawals are subject to review and approval and are not guaranteed.

After the Course Withdrawal Deadline

Participants are not permitted to withdraw from individual courses after the published course withdrawal deadline established by the University of New Haven.¹ Participants will remain enrolled in a course and receive a final grade based on the work they have completed in accordance with the policies outlined in the course syllabus. Any incomplete work will be graded following standard grading policies, and absences earned will be calculated as part of the final earned grade.

¹ Some exceptions apply if a participant is in violation of academic policies or other extenuating circumstances evaluated by Verto Education staff in collaboration with UNewHaven.

Course Repeats

Returning participants who have previously completed one or more semesters on a Verto Education experience may request to enroll in courses from which they previously withdrew and/or repeat courses already completed with an earned grade (A-F). These requests are subject to review and approval from the University of New Haven and are considered on a case-by-case basis. Requests to retake a course are reviewed to determine if it is in the best academic interest of the participant and consistent with department policies. Considerations include, but are not limited to, the following:

- Typically, requests are granted for earned grades of a C or below, or grades that will not transfer to the post-Verto institution.
- Participants who have been placed on academic probation or in the Academic Recovery Program may be required or recommended to retake a course to remain enrolled for another semester.
- Participants who may benefit from course retake(s) may be redirected to a specific Verto program location where the course(s) are available.
- Some courses or departments may have established limitations for course repeats or prohibit/disallow specific courses from being retaken.
- Verto partners may have different policies for course retakes and credit transferability.

It is important to understand the following:

- All earned grades remain on the official transcript. Courses that have been repeated will both show on the final transcript.
- If a repeat request is granted, the new course grade will only supersede the original grade in the cumulative GPA if it is higher than the first attempt.
- Grades for courses repeated at other institutions will not replace the earned grade from UNewHaven, nor will they be factored into the GPA. UNewHaven will only transcript courses for repeated coursework at another university if the participant continues at UNewHaven after their Verto experience, with any transferred credit subject to the University's Transfer Credit Policy.
- It is the participant's responsibility to consult with appropriate stakeholders for the planned application of transfer credits to another institution and to determine how repetition of coursework may impact academic standing, GPA, and/or financial aid eligibility for post-Verto planning.

For additional details, please refer to the [University of New Haven catalog](#).

Program Departures

Verto encourages all participants to complete their experience, but occasionally, participants must depart before their Verto experience is complete. Depending on how and when a participant leaves determines how Verto and UNewHaven update the participant's enrollment and transcript, and may have financial implications for the exiting participant.

Program Cancellations

Any participant leaving a program BEFORE the end of Add/Drop is considered a **cancellation**. Participants must meet with onsite support staff to discuss the implications of their decision before authorizing their departure. If approved, the participant must complete the [Cancellation Form](#).

Participants who cancel their program are subject to [Verto Payment and Cancellation Policies](#) and the relevant terms of the Program Participation Agreement. If participants are under the age of 18, the Dean of Students will also contact the participants' parents/authorized contacts. Onsite staff will instruct participants on check-out protocols, required actions, and corresponding timelines to depart the program.

Program Withdrawal

Any participant leaving a program AFTER the Add/Drop period is considered a **withdrawal**. Participants must meet with onsite support staff to discuss the implications of their decision before authorizing their departure. If approved, the participant must complete the Withdrawal Request Form. Completed forms are submitted to both the University of New Haven and Verto, which will begin Program Withdrawal procedures.

Participants who withdraw from their program are subject to [Verto Payment and Cancellation Policies](#) and the relevant terms of the Program Participation Agreement. If participants withdraw before the program withdrawal deadline, they will also be withdrawn from all of their courses, with a "W" reflected on the final academic transcript. If they withdraw after the program withdrawal deadline, usually the Friday before the last week of classes, participants will remain enrolled in their courses and receive final grades based on the work they have completed in accordance with policies outlined in the course syllabus. Any incomplete work will be graded following standard grading policies, and absences earned will be calculated as part of the final earned grade.

If participants are under the age of 18, the Dean of Students will also contact the participants' parents/authorized contacts. Onsite staff will instruct participants on check-out protocols, required actions, and corresponding timelines to depart the program.

Medical Withdrawals

The following is adapted from UNewHaven's Medical-Related Withdrawals policy.

Full Medical Withdrawal During a Semester

A participant who needs a medical withdrawal for all classes for a semester that has begun may be granted Ws for all courses. Approval for a full medical withdrawal requires appropriate documentation, which is subject to review and recommendation by UNewHaven's Accessibility Resources Center (ARC) (or designee) and final approval from academic leadership. All policies regarding withdrawal remain in effect regarding grading, satisfactory academic progress, and tuition/program fees refund. Approved Medical Withdrawal requests require program departure from the Verto location. Onsite staff will instruct participants on check-out protocols, required actions, and corresponding timelines to depart the program.

Partial Medical Withdrawals During a Semester

A participant with a medical necessity, as verified with documentation by ARC, who needs to withdraw from one or more, but not all, of their courses, may be granted grades of W. Approval for a partial medical withdrawal requires review and recommendation by the ARC (or designee) and final approval from academic leadership. Partial withdrawals during a semester require participants to remain in compliance with all visa and immigration regulations and implications for post-Verto plans.

Full Medical Withdrawal After a Semester

A participant who requests a medical withdrawal for all classes after the semester is completed, signified by the issuance of final grades, must make such a request and provide medical documentation within 12 weeks after the last date of the semester (Verto program departure date) in which the medical problem occurred. For the semester in question, participants may only be granted Ws for registered courses for which grades have been submitted by the instructors. Partial or selective withdrawals from registered courses are not permitted for medical withdrawals after a semester. Approval for a full medical withdrawal after a semester has ended requires review and recommendation by the ARC (or designee) and final approval from academic leadership.

Partial Medical Withdrawals After a Semester

Partial or selective withdrawals from registered courses are not permitted after final grades have been submitted by the instructor. A participant who requests a medical withdrawal after the semester is completed must request a Full Medical Withdrawal.

Documentation

Medical course withdrawals will only be granted after ARC reviews written documentation from an appropriate qualified professional, such as a physician or mental health professional. It is the participant's responsibility to furnish this documentation. Such documentation must state that the current condition prevents the participant from successfully completing their coursework or

that the medical concern requires a significant amount of time to address, making continued enrollment impractical. Documentation will be submitted via the Accessibility Resources Center registration forms for Permanent or Temporary Accommodations. Upon receipt of the documentation, ARC staff will review and communicate with the participant(s) as necessary. ARC will make recommendations, and final approval will be granted by academic leadership.

Involuntary Protective Withdrawals

In most cases, program withdrawals are participant-initiated, but Verto Education maintains the authority to initiate involuntary withdrawals to protect participants and the community. More details on involuntary protective withdrawals may be found [here](#).

Program Dismissal

Program dismissals are only initiated by approved Verto Education staff following gross violations of the Verto [Code of Responsibility](#). Examples of gross violations include harm to another participant, staff member, or community member, and destruction of property.

Participants dismissed from the program are automatically withdrawn from Verto's academic provider in accordance with the course withdrawal policy. Verto will notify parents/authorized contacts and Channel Partners of the change in enrollment status.