



**NO-SHOW**

**#3-05**

Approved: February 23, 1994 by: Board of Governors  
Effective: February 23, 1994  
Date to be Reviewed: To be determined

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**POLICY**

**Where non-participation in a course or program is properly and fairly determined, the College reserves the right to cancel students' enrollment in courses and programs in order to allow other students who are wait-listed, or known to be waiting to enrol, to register.**

**PURPOSE**

1. Subject to specific program requirements, students have a responsibility to participate in the course or program in such a manner that the instructor(s) are informed that the students are active, availing themselves of the services provided in support of the course or program, and intending to pursue the course to a conclusion. Students who do not confirm their participation with their instructor(s) will be subject to the provisions of this policy.
2. In accordance with the North Island College mission statement that requires effective management of resources, where non-participation (no-show) in a course or program is properly and fairly determined, the College reserves the right to cancel students' enrollment in courses or programs and to allow other students who are wait-listed, or known to be wanting to enrol, to register.
3. This policy is to ensure that due process for determination of non-participation is followed in accordance with that part of the mission statement that all students be treated fairly, with respect and dignity, and at the same time, to maximize opportunities for other students wanting to enter courses/programs which are fully subscribed.
4. This policy deals with instances in which students who, having registered and paid their fees in full, change their intentions to take a course/program and, for whatever reason, fail to notify the College prior to the start of the course/program.

5. The process for determination of non-participation, and the deadline when it shall be applied, varies according to the mode of delivery and type of course/program. However, the process provides opportunity for students to re-affirm their intentions to maintain their enrollments or withdraw without academic penalty.

## **1. DE-REGISTERED (NO-SHOW) STATUS**

- 1.1 De-registered or no-show status or cancellation of students' registrations in a course/program shall be applied when non-participation has been determined by the instructor according to the procedure for the type of course/program concerned.
- 1.2 Whereas students who do not withdraw are given an academic penalty by application of the DNW (Did Not Write) status which affects their Grade Point Average, the application of no-show status does not carry any academic penalty.
- 1.3 Eligibility for refund upon de-registration:
  - a. De-registered students who are privately funded shall be notified of their eligibility to apply for a refund of the registration fee, less the standard refund administration fee; and
  - b. The publicly-funded agency who has paid the fee for a de-registered student shall be eligible for a refund of the registration fee, less the standard refund administration fee, if the funds are not re-allocated in support of another student.

## **2. APPLICATION OF THE POLICY**

- 2.1 To maintain their registered status, the primary responsibility rests with students to make sure that their participation is known to the instructor at the beginning of the program/course. However, for some types of courses, the instructor is required to take certain steps to confirm the intentions of the student.
  - 2.1.1 Scheduled classroom courses: Students registered in courses delivered by scheduled classroom instruction must either:
    - a. Appear and be identified by the instructor at the first or second class meeting; or
    - b. Telephone their local Campus/College Centre and ask that their participation be confirmed, no later than 4:00 p.m. on the day of the second scheduled class meeting. The Registration Clerk or staff member(s) designated at the Campus/College Centre to receive telephone messages will fill out a two-part form confirming each student's intention to participate. Top copies of the form are to be forwarded to the instructor, while the second copies are mailed to students as proof that they have confirmed their participation.

2.1.2 Open Courses:

- a. Continuous-entry: Students registered in continuous-entry open courses are normally expected to either contact or meet with their instructor at the beginning of the course at which time their participation can be confirmed; the identity, location and telephone number of the instructor will normally be provided to the student at the beginning of the course. Alternatively, the instructor will attempt to make telephone contact in the first week of the course contract. If telephone contact is unsuccessful, the instructor will, no later than the end of the second week, mail a form letter requesting confirmation of the student's participation and warning the student that de-registration will occur if no response is received by the end of the fourth week of the course contract.
- b. College-Wide: For students registered in College-wide open university transfer courses or Adult Basic Education courses at the Advanced or Provincial levels, the process is similar but a response must be received no later than two days before the last date to register for the course.
- c. "Lock-Step" Open Courses: "Lock-step" open courses are open courses using individualized course materials, where there are no regularly-scheduled classes, and where the student may be located at a distance from the instructor supporting the course, but where the time frame for the course is locked-in to the semester class schedule. Students registered in such courses and unable to meet with the instructor on a face-to-face basis must, no later than the Wednesday of the second week of lock-step schedule, telephone the local Campus/College Centre where the instructor is located and confirm their participation in the same way as for a scheduled classroom course. The identity, location and telephone number of the instructor will be provided to the student at registration.

- 2.1.3. Continuous-entry Vocational Courses/Programs: Students registered in a continuous-entry vocational course/program in which attendance for practical work is stated as mandatory are normally expected to meet their instructor in person at the beginning of their course thereby confirming their participation. In the event of failure to attend the first day of practical work, the instructor will attempt to make telephone and/or written contact with the students to warn them that de-registration will occur if no response is received. If no response is received by a date no later than corresponding to 10% into the length of the course/program, the instructor will authorize de-registration of the student.

- 2.1.4. Short Vocational and Special Courses/Programs: The policy for de-registering is inapplicable to short vocational and special courses/programs in which the course length is ten (10) days or less.
- 2.1.5. Sponsored Students: In cases of students who are receiving sponsorship, the College shall contact and advise the sponsoring agency before de-registration is implemented.

## **GUIDELINES**

1. To de-register a student, the instructor shall fill out and sign a no-show form, indicating the steps taken to attempt contact with the student. The form shall have another area, to be filled in by the staff person who enters the de-registration into the Student Registration System records, including identification of who paid the registration fee taken from the sponsorship field in the Student Registration System. A copy shall be retained by the Campus/College Centre, the other two copies sent to the Student Services, one for the student's file, the other to be attached to the student refund request form if a refund is requested.
2. When a vacancy in the course/program is created by no-show, the next student on the wait-list shall be offered the seat without preference to the source of funding, unless the seat has been purchased by contract with a funding agency.

## **Notes:**

To make this policy effective, it is imperative that every effort be made to properly inform students about the policy and how it will be applied. The No-Show Policy Ad Hoc Committee recommends that:

- a. The policy be added to the appropriate section of the College Calendar at the earliest opportunity;
- b. An easily understood explanation be prepared as a "handout" to be printed-out automatically and given to the student at the time of registration; and
- c. High-visibility posters be prepared outlining the policy and posted in prominent places in the registration area of each Campus or College Centre.