# Absence Procedures & Contact Information

If you have decided to take time away from Cal Poly, the details involved can feel overwhelming. Use the chart below to identify & track processes relevant to your unique situation. If you have questions, do not hesitate to reach out to the University Advising Retention Team at retention@calpoly.edu for guidance and support.

<table>
<thead>
<tr>
<th>Process &amp; who is affected</th>
<th>Department and Contact Information</th>
<th>Comments:</th>
</tr>
</thead>
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| **Basic Needs Initiative** | Cal Poly Essentials  
https://basicneeds.calpoly.edu/  
Kari Howell  
Basic Needs Coordinator  
khowel02@calpoly.edu  
Building 27  
(805) 756-1045 | CP Essentials is the result of the Cal Poly's Basic Needs Initiative which seeks to ensure that all students have access to the resources needed to focus on education and success at Cal Poly.  
- Food Hub  
- Housing and Community Resources  
- Financial Resources  
- Mental Health |
| **Understanding how absence impacts Cal Poly Scholars eligibility** | Cal Poly Scholars Program Office  
Building 52, Room E-25  
For general inquiries:  
email cpscholars@calpoly.edu  
Current Year 1 and current Year 2 Scholars:  
Sarah Bacio sbacio@calpoly.edu  
Current Transfer and current Year 3+ Scholars:  
Christina Sholars csholars@calpoly.edu | Students taking time off are eligible to participate in Scholars events but are not required to complete Scholars program requirements in the quarter(s) they are away.  
To understand potential impacts to your Cal Poly Scholars Scholarship, email Nick Bryden, Financial Aid counselor for Cal Poly Scholars, nbryden@calpoly.edu. |
| **Career Services** | Student Services, Bldg. 124  
careerservices@calpoly.edu  
https://careerservices.calpoly.edu/home  
General Drop-In: Monday – Thursday, 1p.m. - 4 p.m.  
Zoom drop-in: Monday – Thursday, 1p.m. - 4 p.m.  
To make an appointment, log into MustangJOBS and click “Career Center” on the top-right of the screen and then select “Appointments” or call (805) 756-2501. | Scheduled appointments are your opportunity to meet individually with your Career Counselor and address your specific needs. Appointments range from 30 minutes to an hour, depending on the topic. These appointments are best choice for career exploration and change of major discussions.  
Drop-In Hours are great for students looking for support for the following three topics: resumes, cover letters, and interview prep with help from our Career Services Ambassadors. |
| Verifying Class Transferability from outside colleges. | Academic Advisors are available to help with this process.  
**First-year students:**  
Mustang Success Center  
Building 52, Room D-37  
success@calpoly.edu  
https://success.calpoly.edu/  
**All other students:**  
College Advising Centers  
https://advising.calpoly.edu/advising-centers | Course articulations from California Community Colleges can be found on Assist.org. Please reference tutorial guides for using Assist.org. |
|---|---|---|
| **Accessing Counseling Services** | Campus Health & Well Being  
Counseling Services  
(805) 756-2511  
Building 27, Room 135  
https://hcs.calpoly.edu/counseling  
Counseling Services is currently offering services in person and remotely by phone and HIPAA-compliant Zoom.  
To schedule an appointment call: (805) 756-2511  
If you are in crisis, call (805-756-2511) anytime. After hours, follow the prompts to speak with a counselor. | Eligibility for services:  
▪ Currently enrolled Cal Poly students (graduate and undergraduate)  
▪ Students who have chosen not to enroll for Summer Quarter, but were registered in the previous Spring Quarter and are registered for the following Fall Quarter  
▪ For couples counseling, all partners must be currently enrolled Cal Poly student |
| **Accessing Disability Resource Center assistance.** | Disability Resource Center  
Building 124  
(805) 756-1395  
drc@calpoly.edu  
https://drc.calpoly.edu/  
If you have a disability and need additional support during this process, please contact the Disability Resource Center (DRC) for assistance.  
Services:  
▪ Services offered in person or virtually  
▪ Online test-taking support  
▪ Alternative media services  
▪ Notetaking service coordination  
▪ Remote assistive technology support  
▪ General problem-solving support (e.g. transportation around campus, other) |
| Retaining F-1 Visa Eligibility | International Center  
Building 52, Room E-32  
(805) 756-1477  
international@calpoly.edu  
http://international.calpoly.edu/contact.html  
Virtual Office Hours: 9:00 a.m.-4:30 p.m. | Students on a F-1 visa, please check with the International Center before dropping classes or discontinuing from Cal Poly. Changes to your class schedule could impact your visa.  
If you are an international student or scholar, please send your email correspondence to: intlservices@calpoly.edu |
|---|---|---|
| Applies to: Students who are on an F-1 Visa | Financial Aid Office  
Building 01, Room 212  
https://www.calpoly.edu/financial-aid  
During remote operations, students, parents, and supporters can send their questions or request for a video meeting (via Zoom) to financialaid@calpoly.edu  
Below is your Financial Aid counselor’s contact information. Counselors are assigned based on last name.  
**Aa-Cn**  
Adrienne Garcia-Specht*  
agarc275@calpoly.edu  
**Co-Go**  
Karen Foy  
kfoy@calpoly.edu  
**Gp-Lz**  
Heather Leis  
heleis@calpoly.edu  
**Ma-Re**  
Tatiana Mendoza*  
tmendo05@calpoly.edu  
**Rf-Zz**  
Barbara Rollins  
brollins@calpoly.edu | **Taking a leave from Cal Poly, even for one term, could have implications for your financial aid.**  
**Notify the Financial Aid Office** of your plans for internship, co-op, study abroad, or taking terms off by sending an email to financialaid@calpoly.edu  
**Student Loans:** After six months of not being enrolled in at least half-time status (at any institution), you will be in repayment mode for any disbursed loans  
**Federal, State & University Repayment:** If you receive federal, State, or University Financial Aid and withdraw from all classes prior to completing 60% of the term, you may need to pay back a prorated portion of your aid.  
**Cal Grants:** If you’re not enrolled at least half-time for any term, you must request a Leave of Absence from the Cal Grant program. You are allotted a maximum of 4 semesters/6 quarters (200%) of Leave of Absence throughout the lifetime of your Cal Grant award. Extensions may be granted for extenuating circumstances for students that submit a Cal Grant Appeal.  
https://mygrantinfo.csac.ca.gov/  
**Return of Title IV Funds** (Unsubsidized Federal Stafford Loan, Subsidized Federal Direct Loan, Federal PLUS Loan, Federal Pell Grant, Federal SEOG Grant, and Other Title IV Programs):  
- The Federal Return of Title IV Funds policy mandates that students who officially or unofficially withdraw from all classes may only keep the financial aid they've earned up to the time of withdrawal. Federal aid recipients who withdraw from Cal Poly may need to repay a portion of their financial aid money. You are not required to repay any money you have earned via Federal Work-Study. |
<table>
<thead>
<tr>
<th>Cal Poly Scholars</th>
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<tbody>
<tr>
<td>Nick Bryden <a href="mailto:nbryden@calpoly.edu">nbryden@calpoly.edu</a></td>
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<tr>
<td>*Indicates Spanish Fluency</td>
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- The portion you may need to repay will be calculated by the Financial Aid Office and returned to federal or state programs. You may need to reimburse Cal Poly for what has been returned on your behalf.
- No repayment is required if you withdraw after completing 60% of the term. If you are considering withdrawing for a term, contact the Financial Aid Office to determine the impact of doing so.

### Canceling your Cal Poly Housing Contract

**Applies to: Students residing on campus**

<table>
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<tr>
<th>Cal Poly Housing Administration Office</th>
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<tbody>
<tr>
<td>Building 31</td>
</tr>
<tr>
<td>(805) 756-1226</td>
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<tr>
<td><a href="mailto:housing@calpoly.edu">housing@calpoly.edu</a></td>
</tr>
<tr>
<td><a href="http://www.housing.calpoly.edu">http://www.housing.calpoly.edu</a></td>
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Go to University Housing in your Cal Poly Portal, click on the Housing tab on the left-hand side, then click on Housing Cancellations on the drop-down tab. Fill out Cancellation Request.

Housing staff will review and get back to you. This request does not guarantee you will be let out of your contract.

### Individualized Change of Major Agreement (ICMA)/Change of Major

**Applies to: Students with an ICMA in process**

Your ICMA is accessible through Poly Profile. In the Faculty/Staff approvals' section of your agreement, find the “username” for “Approver #1”

If you are in an ICMA currently, it is important to email Approver #1 on your agreement to request an extension of the terms. This must be done before you take time off.

### Informal Time Off

**Applies to students taking 1-2 consecutive terms off**

| Informal Time Off (ITO) Form |

Please review the eligibility requirements and submission process. Click on “Take time off for one or two quarters maximum.”

If you haven’t already, be sure to complete this form and read the instructions provided. This includes important details relevant if you need more time away.

If you are going to be taking off more than two consecutive quarters (summers excluded), you will need to submit an official Leave of Absence.

**If you are a first-year student:** during ITO you will still be blocked into classes even while away. Please set a reminder to drop blocked courses from your “Enrollment Tab” in your Student Center before each term away begins, in order to avoid paying fees or being assigned a grade of “F”/“WU”. Contact Retention@calpoly.edu if you have any questions about this process.
| **Leave of Absence** | Leave of Absence  
*Applies to students taking more than 2 consecutive terms off*  
Please review the eligibility requirements and submission process. Click on “Take time off for more than two quarters (Leave of Absence).”  
**If you are a first-year student:** please drop future blocked courses from your “Enrollment Tab” in your Student Center in order to avoid paying fees or being assigned a grade of "F"/"WU" (see ITO above).  
**Students taking a Leave of Absence** (required if taking more than two consecutive terms away, not including summer):  
- Submitting a Leave of Absence form does not withdraw you from courses.  
**If you are currently enrolled in classes** and plan to finish out the quarter, please note that you will not be placed on Leave of Absence status until you are enrolled in “0” units or have dropped/withdrawn from all classes. |
| **Returning items to the Library** | **Kennedy Library**  
Building 35  
library@calpoly.edu  
https://lib.calpoly.edu/  
Circulation desk: (805) 756-5760  
circulation@calpoly.edu  
Students in need of technology, please go to the ITS Tech Rentals page or call 805-756-7000.  
- You may return books and other physical materials (including CSU+ and Interlibrary Loan) main desk or in drop bins in front of the library. If you are away from campus please email circulation@calpoly.edu and inform them you are on leave and cannot return the book or item at present moment.  
- Please contact Access Services at circulation@calpoly.edu with any questions about your checked-out items.  
- Please contact Interlibrary Services at ils@calpoly.edu with any questions about CSU+ or Interlibrary Loan. |
| **Canceling your parking permit** | **Transportation Services**  
UPD building 36  
(805) 756-6654  
parking@calpoly.edu  
https://afd.calpoly.edu/parking  
To request a parking permit refund, please send an email from your Cal Poly email address to parking@calpoly.edu. Be sure to include:  
1. Your phone number  
2. Your mailing address  
3. The reason for canceling your permit.  
Your refund will be prorated based on the number of weeks you had your permit. |
| Canceling your Polycard/Campus Dining | Campus Dining  
Building 19  
(805)756-5939  
campusdining@calpoly.edu  
https://www.calpolydining.com | Your dining plan will be canceled once campus housing cancelation paperwork is received. Unused dining dollars are credited back to the student, less any non-refundable amounts. |
| Checking and settling your student account | Student Accounts  
Building 01, Room 211  
805-756-1428  
studentaccounts@calpoly.edu  
https://afd.calpoly.edu/student-accounts/ | **To qualify for a full refund of mandatory campus fees,** and nonresident tuition if applicable, all courses must be dropped through the online registration process *prior to the first day of the academic term.*  
Completion of up to 60% or end of drop period of the term: entitled to pro-rata refund of Category I and II mandatory systemwide and campus fees including non-resident tuition if applicable.  
**Holds:**  
*To ensure your ability to register on time,* upon your return, students should regularly review their account balance on their Cal Poly portal. Payment can be made online through the CASHNet portal or in person at the Cashier's Office, Administration Building (Bldg 1), Room 131E.  
Students who have an overdue balance will have a financial hold placed on their academic records until the balance is paid to zero. The hold restricts the student from receiving University services, including but not limited to registration. |
| Continuing Student Employment | Student Payroll  
Building 01, Room 107 | Students who have temporarily interrupted their academic progress may be employed for an interim period not to exceed one quarter. |
| Applies to: Students with Campus Dining Plans | | |
| Applies to: Students employed through the University | | |
| Withdrawing or canceling course registration for the current and/or next term | Academic Advisors are available to help with this process.  
**First-year students:**  
Mustang Success Center  
Building 52, Room D-37  
success@calpoly.edu  
https://success.calpoly.edu/  
**All other students:**  
College Advising Centers  
https://advising.calpoly.edu/advising-centers | If you are a first-year student: please drop future blocked courses from your “Enrollment Tab” in your Student Center in order to avoid paying fees or being assigned a grade of "F"/"WU".  
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