# 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>
<th>I spoke with</th>
<th>My follow-up steps</th>
</tr>
</thead>
</table>
| Withdrawing or canceling course registration for the current and/or next term  

 Applies to: **All students** | **Academic Advisors** are available to help with this process. | **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”.  

 **Students taking 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please note that you will not be placed on Leave of Absence status until you are enrolled in “0” units or have dropped/withdrawn from all classes. | Name:  

 Date: | | |
| Verifying Class Transferability from outside colleges.  

 Applies to: **Students who plan to take courses while away from Cal Poly** | Mustang Success Center  

 Building 52-D37  

 success@calpoly.edu  

 https://success.calpoly.edu/  

 During remote hours, communicate via email and zoom.  

 College Advising Centers  

 https://advising.calpoly.edu/advising-centers  

 Students may also visit  

 www.Assist.org | If you are on Academic Progress Level II (45% and lower) start with the MSC.  

 If you are on Academic Progress Level III (45.1% and higher) you should visit your college advisors.  

 Your Academic Progress Level is located on your Poly Profile | Name:  

 Date: | | |
| Checking and settling your student account  

 Applies to: **All Students** | Student Accounts  

 Building 01: Room 211  

 805-756-1428  

 studentaccounts@calpoly.edu  

 Cont. | **During remote operations:** Refunds for tuition and registration fees will be based on changes in enrollment. In order to receive a full refund, you must drop all enrolled classes prior to the start of the quarter (April 5). Cal Poly will waive late registration and late add appeal fees resulting from circumstances associated with COVID-19. | Name:  

 Date: | | |
| Understanding how absence impacts Financial Aid | Financial Aid Office Building 01, Room 212 | Withdrawing from your academic program at Cal Poly, even for one term, could have implications on your financial aid. Name: |
| Applies to: Work Study students and students receiving state and federal aid. | During remote operations, Students, parents, and supporters can send their questions or request for a video meeting (via Zoom) financialaid@calpoly.edu | Notify the financial Aid Office of your plans for internship, co-op, study abroad, taking terms off, by sending an email to financialaid@calpoly.edu |
| | https://www.calpoly.edu/financial-aid | 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 |

*Student Accounts, Cont.*

Communicate via email during the COVID-19 period.

https://afd.calpoly.edu/student-accounts/

For more information about tuition and registration fees please visit the Student Accounts website.

**During normal campus operations:** 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.
<table>
<thead>
<tr>
<th>Financial Aid, Cont.</th>
<th>Federal, State &amp; 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.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Virtual Appointments:</strong> To schedule a virtual appointment via zoom please email <a href="mailto:financialaid@calpoly.edu">financialaid@calpoly.edu</a></td>
<td><strong>Cal Grants:</strong> 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. <a href="https://mygrantinfo.csac.ca.gov/">https://mygrantinfo.csac.ca.gov/</a></td>
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<tr>
<td>Below is your Financial aid counselor’s contact information. Counselors are assigned based on last name. Please communicate via email during Covid-19 remote operations</td>
<td><strong>Return of Title IV Funds</strong> (Unsubsidized Federal Stafford Loan, Subsidized Federal Direct Loan, Federal PLUS Loan, Federal Pell Grant, Federal SEOG Grant and Other Title IV Programs):</td>
</tr>
<tr>
<td><strong>Aa-Ce</strong> Adrienne Garcia-Specht* <a href="mailto:agarc275@calpoly.edu">agarc275@calpoly.edu</a></td>
<td>▪ 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.</td>
</tr>
<tr>
<td><strong>Cf-Fn</strong> Karen Foy <a href="mailto:kfoy@calpoly.edu">kfoy@calpoly.edu</a></td>
<td>▪ 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.</td>
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<tr>
<td><strong>Fo-Ke</strong> Heather Leis <a href="mailto:heleis@calpoly.edu">heleis@calpoly.edu</a></td>
<td>▪ 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.</td>
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<tr>
<td><strong>Kf-Mz</strong> Tatiana Mendoza* <a href="mailto:Tmendoza05@calpoly.edu">Tmendoza05@calpoly.edu</a></td>
<td></td>
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<tr>
<td><strong>Na-Rd</strong> Jessica Todd <a href="mailto:jtodd@calpoly.edu">jtodd@calpoly.edu</a></td>
<td></td>
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<tr>
<td><strong>Re-Zz</strong> Barbara Rollins <a href="mailto:brollins@calpoly.edu">brollins@calpoly.edu</a></td>
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</table>

**Name:**

**Date:**
| **Continuing Student Employment** | **Student Payroll**  
**Building 01**  
**Room 107**  
**Communicate via email during the COVID-19 period.**  
[payroll-services@calpoly.edu](mailto:payroll-services@calpoly.edu)  
[https://afd.calpoly.edu/payroll/students/](https://afd.calpoly.edu/payroll/students/) | **Students who have temporarily interrupted their academic progress may be employed for an interim period not to exceed one quarter.** | **Name:**  
**Date:** |
| **Applies to: Students employed through the University** |  |
| **Accessing Counseling Services** | **Campus Health & Well Being**  
**Counseling Services**  
**(805) 756-2511**  
**Building 27 room 135**  
**During remote operations:** All appointments are virtual and can be scheduled by calling  
**(805) 756-2511**  
[https://hcs.calpoly.edu/counseling](https://hcs.calpoly.edu/counseling) | **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 students | **Name:**  
**Date:** |
| **Applies to: All Students** |  |
| **Cancelling your Cal Poly Housing Contract** | **Cal Poly Housing Administration Office**  
**Building 31**  
**(805) 756-1226**  
[housing@calpoly.edu](mailto:housing@calpoly.edu)  
[http://www.housing.calpoly.edu](http://www.housing.calpoly.edu) | **During remote operations:** You may [cancel in your Housing Portal](https://www.housing.calpoly.edu) by April 6 to avoid charges for spring term. Your housing fees will be adjusted to reflect your cancellation for spring. Students will also be refunded for the unused portion of their spring term dining dollars.  
**During normal campus operations:** 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 does not guarantee you will be let out of your contract. This is simply a request. | **Name:**  
**Date:** |
<table>
<thead>
<tr>
<th>Cancellation Type</th>
<th>Details</th>
<th>Name:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancelling your Polycard/Campus Dining</td>
<td>Campus Dining Building 19 (805) 756-5939 <a href="mailto:campusdining@calpoly.edu">campusdining@calpoly.edu</a> <a href="https://www.calpolydining.com">https://www.calpolydining.com</a></td>
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<tr>
<td>Applies to: Students with Campus Dining Plans</td>
<td>Your dining plan will be cancelled once campus housing cancelation paperwork is received. Unused dining dollars are credited back to the student, less any non-refundable amounts.</td>
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<td>Cancelling your parking permit</td>
<td>Transportation Services UPD building 36 (805) 756-6654 <a href="mailto:parking@calpoly.edu">parking@calpoly.edu</a></td>
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<tr>
<td>Applies to: students who have a parking permit</td>
<td>Communicate via email during the COVID-19 period. <a href="https://afd.calpoly.edu/parking">https://afd.calpoly.edu/parking</a></td>
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<td><strong>During remote operations:</strong> Students that purchased spring Orange Lot permits will automatically be refunded the cost of the parking permit in full. Refunds are available to students, faculty and staff who purchased other spring quarter permits, if they will not be returning to campus. To request a refund please email us at <a href="mailto:parking@calpoly.edu">parking@calpoly.edu</a>.</td>
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<td>Refunds are available to resident students, commuter students, faculty and staff who purchased annual permits, if they will not be returning to campus. To request a refund please email <a href="mailto:parking@calpoly.edu">parking@calpoly.edu</a>.</td>
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<td><strong>During normal campus operations:</strong> For refund please email <a href="mailto:parking@calpoly.edu">parking@calpoly.edu</a> please include the following information: Student Mailing address, the effective date you would like to cancel permit, type of permit e.g. commuter or residential. If commuter, please indicate which lot it is valid for.</td>
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<tr>
<td>Returning Items to the Library</td>
<td>Kennedy Library Bld 35. Circulation desk: (805) 756-5760 <a href="mailto:library@calpoly.edu">library@calpoly.edu</a> <a href="mailto:circulation@calpoly.edu">circulation@calpoly.edu</a> <a href="https://lib.calpoly.edu/">https://lib.calpoly.edu/</a></td>
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</tbody>
</table>
| Applies to: Students with items on loan from Cal Poly Library | **During remote operations:**  
  - Books and other physical materials checked out to you will be renewed automatically.  
  - There will be no late fees or fines for any overdue items at this time.  
  - You may return books and other physical materials (including CSU+ and Interlibrary Loan) when the shelter-at-home orders are lifted to the book drops located in front of the library, Hub24, or parking lot H10. 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. | Name: | Date: |
| Library, Cont. | Please contact Access Services at circulation@calpoly.edu with any questions about your checked out items.  
| | Please contact Interlibrary Services at lls@calpoly.edu with any questions about CSU+ or Interlibrary Loan.  
| | **During normal campus operations:** Return all books and library materials, and pay any outstanding fines. If students 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.  
| |  
| Retaining F-1 Visa Eligibility | International Center  
| | Building 52, Room E32  
| | international@calpoly.edu  
| | (805) 756-1477  
| | Communicate via email during the COVID-19 period.  
| | **Virtual Office Hours:** 9am-5pm  
| | http://international.calpoly.edu/contact.html  
| |  
| 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.  
| | **Virtual Services:**  
| | ▪ Zoom or phone meetings with your access specialist  
| | ▪ Online test-taking support  
| | ▪ Alternative media services  
| | ▪ Notetaking service coordination  
| | ▪ Remote assistive technology support  
| | ▪ General problem-solving support (e.g. transportation around campus, other)  
| |  
| Name: |  
| Date: |  
| Name: |  
| Date: |  
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| Date: |