

Information Sheet

OFFICE OF FINANCIAL AID, Yost Hall Rm. 417A, (216) 368-4530

When a student completely withdraws from all courses during a semester the student is charged a portion of that semester's tuition and room and board charges, if applicable. The student is charged tuition during the **fall and spring** semesters according to the following schedule based upon the date of withdrawal:

Week	Refund Amount
Weeks 1 & 2	100%
Week 3	75%
Week 4	50%
Week 5	25%
Weeks 6	+0%

There will be no refunds after the fifth week of classes.

Financial aid is **not** proportional to the period of the student's attendance. University policy and Federal and State refund regulations require that payment of the calculated charges must come from the student's original financial obligation, i.e. the amount for which the student is obligated for the full semester less financial aid awarded and received. Beyond the original financial obligation, financial aid is allocated through a formula specified in Federal and State regulations. Students receiving financial aid should be aware that if they withdraw before the end of the tenth week of the semester, they may effectively pay more than if they had attended the full semester and received the full allocation of their financial aid.

Necessary refunds to student financial aid programs will be made prior to the release of any funds to the student. If a refund amount remains after all necessary funds have been returned to the Federal Department of Education Programs, state programs, U.S. Department of Health and Human Service programs, and institutional funds, the balance will be returned to the student.

BURSAR'S OFFICE, Yost Hall Rm. 125, (216) 368-2226

All students withdrawing from the University must be cleared through the Bursar's Office so that any refund amount may be determined. Additionally, if you have Financial Aid, your account must also be reviewed by the Office of Financial Aid. Please verify your address with the Office of Student Accounts Receivable at the time of withdrawal. Any outstanding balances, after adjustments, are the responsibility of the student and must be paid in full.

STUDENT LOAN OFFICE, Yost Hall Rm. 402, (216) 368-4300

Students who signed for Perkins (NDSL), HPSL, LDS, NSL, or University Student Loans during their enrollment **MUST** have an Exit Interview. Contact the Student Loan Office to schedule an Exit Interview appointment or to arrange for information to be mailed to you. Please verify your mailing address with the Student Loan Office.

UNIVERSITY HEALTH SERVICE, 2145 Adelbert Rd., (216) 368-2450 Case Student Medical Plan

If 100% of tuition is refunded to you, the charge for the CASE Accident and Sickness Medical Plan will be credited to your account. If you have paid for the Medical Plan coverage, you will receive a refund and coverage will not have been in effect for the withdrawn semester.

If less than 100% of tuition is refunded to you, the charge for the CASE Accident and Sickness Medical Plan will remain on your account. You will be responsible for paying the fee for the Plan and coverage will be in effect for the entire withdrawn semester.

If you are withdrawing due to a personal medical condition and are receiving 100% tuition refund and would like to continue the medical coverage for the withdrawn semester, contact the University Health Service for further information.

If you have submitted a Medical Plan waiver for the withdrawn semester this information does not apply.

Contact the University Health Service at 368-2450 if you have any questions.

OFFICE OF INTERNATIONAL STUDENT SERVICES, Sears Building Room 210, (216) 368-2517

In order to comply with immigration regulations all international students must secure a signature from the Office of International Student Services.

AUXILIARY SERVICES OFFICE, Crawford Hall Rm. 12, (216) 368-1666

All students withdrawing from the University with a meal plan and/or Case Cash account should contact the Auxiliary Services Office.

Meal Plan: Meal plans must be canceled, preferably by the student, and any refund is based on the date of cancellation or last date of use, whichever is later. The amount to be refunded is posted to the student's tuition and fees account. Unused Dining Points associated with meal plans are not refundable. No refunds will be issued for the meal plan after the 10th week of classes in each semester.

Case Cash Account: The student can close their Case Cash Account and have the balance, minus a \$10 processing fee, refunded to them. If Case Cash was originally billed to the student's tuition and fees account, a refund for the remaining balance will be posted back to the tuition and fees account. Otherwise, once the student has completed a refund form, a disbursement will be prepared for the remaining balance and a check will be mailed after the account has been closed by the Auxiliary Services Office. The student's signature and permanent mailing address are required to close this account. Cash refunds are not available.

ACCESS SERVICES, Crawford 18 (lower level) (216) 368-2273

All University keys and ID cards must be returned to the Office of Access Services upon withdrawal from the University.

If you have a parking permit, you may cancel it to receive a refund for the unused time. Your current hangtag (and gate card, if your lot has a gate) must be turned in at Access Services. If you return the permit by the 14th of the month, you will receive a full refund for that month as well as those following it. If you return the permit on or after the 15th, you will not be refunded for the current month, but will receive the balance for the remaining months.

NOTE: No refunds will be processed after April 14 for ACADEMIC YEAR permits.

Office hours are 8:30 a.m. – 5:00 p.m. Monday, Wednesday, Thursday, and Friday; 8:30 a.m. – 6:00 p.m. Tuesday.

OFFICE OF UNIVERSITY HOUSING, 4 Yost Hall, (216) 368-3780

If you are withdrawing from school and live in University Housing, you must vacate your room within 48 hours of your last day of class. You must set up an appointment with your building staff in advance to check out of your room. During this appointment you will review and complete the checkout portion of the room inventory form and return any building or room keys to the staff member. Turning in keys to an area office does not constitute a proper checkout.

Room charges are prorated through the date of your **actual checkout** when this checkout occurs within the first ten weeks of the fall or spring semester as described in the Financial Aid section. See your copy of the Residence Hall Agreement for refund details.

INFORMATION TECHNOLOGY SERVICES, (216) 368-1025

Licensed software

Licensed software obtained through Case must be returned or destroyed -- Case provides students and employees with a wide variety of licensed software obtained from the Software Center and/or from Site Licensing. This software is licensed to the University. An individual's right to use this software terminates when they are no longer a student and/or employee of the University.

OFFICE OF BENEFITS ADMINISTRATION, Crawford Hall Rm. 224, (216) 368-6781

If you are withdrawing from the University and are receiving a faculty/staff tuition waiver, you **MUST** contact the office of Benefits Administration.

OFFICE OF THE UNIVERSITY REGISTRAR, Yost Hall Room 110, (216) 368-4310

The withdrawal process will not be considered complete until the signed withdrawal form is received by the Office of the University Registrar. Withdrawal forms must be received no later than 7 days from final approval by the Dean's Office.