

# Institutional Information

## Availability of Institutional and Financial Assistance Information

The following information concerning student financial assistance may be obtained from the Financial Aid Office, Joyal Administration Building, Room 296, 559.278.2182:

1. A description of the federal, state, institutional, local, and private student financial assistance programs available to students who enroll at Fresno State;
2. For each aid program, a description of procedures and forms by which students apply for assistance, student eligibility requirements, criteria for selecting recipients from the group of eligible applicants, and criteria for determining the amount of a student's award;
3. A description of the rights and responsibilities of students receiving financial assistance, including federal Title IV student assistance programs, and criteria for continued student eligibility under each program;
4. The satisfactory academic progress standards that students must maintain for the purpose of receiving financial assistance and criteria by which a student who has failed to maintain satisfactory progress may reestablish eligibility for financial assistance;
5. The method by which financial assistance disbursements will be made to students and the frequency of those disbursements;
6. The way the school provides for Pell-eligible students to obtain or purchase required books and supplies by the seventh day of a payment period and how the student may opt out;
7. The terms of any loan received as part of the student's financial aid package, a sample loan repayment schedule, and the necessity for repaying loans;
8. The general conditions and terms applicable to any employment provided as part of the student's financial aid package;
9. The terms and conditions of the loans students receive under the Direct Loan and Perkins Loan Programs;
10. The exit counseling information the school provides and collects for student borrowers; and
11. Contact information for ombuds offices available for disputes concerning federal, institutional and private loans.

Information concerning the cost of attending California State University, Fresno is available from the Financial Aid Office, Joyal Administration Building, Room 296, 559.278.2182. The Financial Aid Office provides information on tuition and fees; estimated costs of books and supplies; estimated costs of typical student room, board, and transportation; and (if requested) additional costs for specific programs.

Information concerning refund policies of California State University, Fresno may be obtained from the Office of Accounting Services, Joyal Administration Building, Room 181, 559.278.2876. The listing of complete policy and procedures is available online at [www.fresnostate.edu/accountingservices/refund-fee.htm](http://www.fresnostate.edu/accountingservices/refund-fee.htm).

Information concerning the undergraduate academic programs of California State University, Fresno may be obtained from the Office of the Dean of Undergraduate Studies, Henry Madden Library, Harold H. Haak Administrative Center, Fourth Floor, 559.278.4468.

Information concerning the graduate degree programs of California State University, Fresno may be obtained from the Division of Graduate Studies, Henry Madden Library, Harold H. Haak Administrative Center. You may call 559.278.2448. Additional information is available at [www.fresnostate.edu/grad-studies](http://www.fresnostate.edu/grad-studies).

Information regarding services available to students with disabilities may be obtained from the Office of Services for Students with Disabilities, Henry Madden Library, 559.278.2811.

Information concerning California State University, Fresno policies, procedures, and facilities for students and others to report criminal actions or other emergencies occurring on campus may be obtained from the Police Department, Public Safety Building, 559.278.8400.

Information concerning California State University, Fresno annual campus security report and annual fire safety report may be obtained from the Police Department, Public Safety Building, 559.278.8400 or see information on the Clery Act on the University Police Department website at [www.fresnostate.edu/police/clery](http://www.fresnostate.edu/police/clery).

Information concerning the prevention of drug and alcohol abuse and rehabilitation programs may be obtained from Health and Psychological Services in the Student Health Center, 559.278.6738.

Information regarding student retention and graduation rates at California State University, Fresno and the number and percentage of students completing the program in which the student is enrolled or has expressed interest may be obtained from the Office of Institutional Effectiveness, Henry Madden Library, Harold H. Haak Administrative Center, Fourth Floor, 559.278.3906. Additional information is available at [www.fresnostate.edu/irap](http://www.fresnostate.edu/irap).

Information concerning grievance procedures for students who feel aggrieved in their relationships with the university (its policies, practices, and procedures or its faculty and staff) is available from the Office of the Vice President for Student Affairs, Joyal Building, Room 262, 559.278.2541.

Information concerning athletic opportunities available to male and female students and the financial resources and personnel that Fresno State dedicates to its men's and women's teams may be obtained from the Athletics Department, 559.278.2643.

Information concerning teacher preparation programs may be obtained from the Kremen School of Education and Human Development, Student Services, Education Building, Room 100, 559.278.0300.

The federal Military Selective Service Act (the "Act") requires most males residing in the United States to present themselves for registration with the Selective Service System within thirty days of their eighteenth birthday. Most males between the ages of 18 and 25 must be registered. Males born after December 31, 1959 may be required to submit a statement of compliance with the Act and regulations in order to receive any grant, loan, or work assistance under specified provisions of existing federal law. In California, students subject to the Act who fail to register are also ineligible to receive any need-based student grants funded by the state or a public postsecondary institution.

Selective Service registration forms are available at any U.S. Post Office, and many high schools have a staff member or teacher appointed as a Selective Service Registrar. Applicants for financial aid can also request that information provided on the Free Application for Federal Student Aid (FAFSA) be used to register them with the Selective Service. Information on the Selective Service System is available and the registration process may be initiated online at [www.sss.gov](http://www.sss.gov).

Cancellation of registration or withdrawal from the institution. Students who find it necessary to cancel their registration or to withdraw from all classes after enrolling for any academic term are required to follow the university's official withdrawal procedures. Failure to follow formal university procedures may result in an obligation to pay fees as well as the assignment of failing grades in all courses and the need to apply for readmission before being permitted to enroll in another academic term. Information on canceling registration and withdrawal procedures is available from the Admissions and Records Office, 559.278.2261.

Prior to withdrawing from the university, students who receive financial aid funds must consult with Financial Aid Office regarding any required return or repayment of grant or loan assistance received for that academic term or payment period. Students who have received financial aid and withdraw from the institution during the academic term or payment period may need to return or repay some or all of the funds received, which may result in a debt owed to the institution.