



**Channel Islands**

CALIFORNIA STATE UNIVERSITY

**Division of Student Affairs**

**DSA Area Name:** Campus Life

**Effective Date:** September 2018

**Procedure Number:** CL-p006.01

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**Student Affairs Working Procedure on Requesting an Exception to the Non-Refundable Island View Orientation Fee**

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**Intent:** To articulate the process and circumstances under which a student may request an exception to the non-refundable Island View Orientation (IVO) fee.

**Background:** The Policy on Intent to Enroll and Orientation at CSU Channel Islands (CSUCI) requires any undergraduate applicant who has been offered admission to the University to attend an IVO. The purpose of this policy is to ensure that all students are provided information and resources to support their academic pursuits and aid in the transition process. Admitted undergraduate freshman and transfer applicants are required to indicate their acceptance of the offer of admission by completing an online, 3-step Intent to Enroll process: (1) submit an Intent to Enroll statement, (2) choose a mandatory orientation session, and (3) submit the non-refundable orientation fee.

**Accountability:**

Associate Vice President for Student Affairs & Dean of Students

Associate Vice President for Enrollment Management

**Applicability:**

Any undergraduate applicant who has been offered admission to the University and completed the IVO payment step of the Intent to Enroll process.

**Definition(s):**

**Extenuating Circumstance:** An extreme change in the student's financial, personal, or medical condition that was unforeseen at the time the Intent to Enroll process was initiated that prevents the student from registering at CSUCI.

**Student:** Any undergraduate applicant who has been offered admission to the University.

**Intent to Enroll:** A process by which a student notifies CSUCI that they accept the offer of admission.

**Orientation Fee:** Non-refundable fee charged when a student completes the Intent to Enroll process and is considered mandatory for registration. Eligible students may defer this fee to the due date for University fees.

Orientation Hold: Service indicator placed on a student's account if the orientation requirement has not been fulfilled. This hold prevents a student from registering for classes until the requirement is fulfilled. [New Student Orientation](#) (NSO) is responsible for administering orientation holds.

**Attachment(s):** IVO Exception Request Form

**Procedure:** CSUCI requires students to register and pay for the IVO program as part of the 3-Step Intent to Enroll process. Students who have an Estimated Family Contribution (EFC) of 4,000 or less (based on the FAFSA or California Dream Act) will be considered for a fee deferment until financial aid disperses for that semester. In extenuating circumstances, students that have successfully completed the 3-Step Intent to Enroll process, but choose not to attend CSUCI, may receive an exception to paying the required non-refundable IVO fee.

Extenuating circumstances leading to exception from paying the non-refundable IVO fee are rare. Examples of extenuating circumstance which may qualify a student for exception consideration include the following:

- Death of an immediate family member that prevents student from attending CSUCI (e.g., primary supporter/provider)
- Severe illness or injury of student
- Financial hardship on student

Extenuating circumstances do not include the following unless accompanied by one of the above factors:

- Change of plans (e.g., decision to attend another college/university or not attend school at all)
- Admission status was rescinded or cancelled
- Missed required orientation session
- Failed to complete all three (3) steps associated with the Intent to Enroll process

Students who believe they have extenuating circumstances that warrant an exception from paying the non-refundable IVO fee must contact the NSO office via email at [orientation@csuci.edu](mailto:orientation@csuci.edu) and request an IVO Exception Request form.

The IVO Exception Request form must be completed entirely and submitted to NSO for review and consideration. Requests for exception are granted at the discretion of the Director for Student Transition and Engagement Programs and are not guaranteed. All exceptions are reviewed on a case-by-case basis. The Director will respond via email with a decision no later than 10 business days following submission.

Supporting documentation that verifies any claims made in the statement regarding hardship, illness, or other extenuating circumstances must be included. A personal statement does not constitute documentation. Letters of recommendation will not be considered.

Students submitting a request for exception on the basis of a disability must file their request with the [Disability Accommodation and Support Services](#) (DASS) office instead of the NSO office. More information about this process can be provided by contacting DASS at [accommodations@csuci.edu](mailto:accommodations@csuci.edu) or 805-437-3331.

Students who wish to appeal the decision of the Director of Student Transition and Engagement Programs for a non-disability related exception must email their request to the Dean of Students at [deanofstudents@csuci.edu](mailto:deanofstudents@csuci.edu) within seven (7) business days following the date the decision was emailed.

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<sup>1</sup> Who oversees NSO

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Author's name

Doreen Hatcher  
Author's signature

3/5/19  
Date

**Approved:**

Toni DeBoni  
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