



334486-01 Principles of excellence for veterans' education

Cleveland state university's compliance with the "8 Principles of Excellence," established by Executive Order 13607 of April 27, 2012 is as follows:

- (A) Cleveland state university shall provide veterans and service members with information detailing the total cost of their education including tuition and fees, how much shall be covered

particular program and VSSP thus ensuring it is accurate and meets

1414) and to their instructors. The office of the university registrar shall provide copies of the orders to the office of treasury services and financial aid office. All questions about financial aid implications can be directed to the veterans certifying officer at (216) 683-26.

(F) Cleveland state university has an institutional refund policy aligned with Title IV of the Higher Education Act of 1965. This is concerned with refunds for reasons other than withdrawals for military service. When veterans and service members withdraw from a course the refund awarded shall be guided by the university policy for student refunds in general (available publically at <http://www.csuohio.edu/offices/treasuryservices/refunds/#schedules>):

(1) Effective with the introduction of multi-term registration and wait listing, beginning with the fall 2012 semester, a one hundred per cent refund shall be granted only through the first week of class for regular fall and spring semesters. Refunds for dropped or withdrawn classes during week two shall be prorated at seventy-five per cent. Refunds during week three are prorated at fifty per cent and during week four are prorated at twenty-five per cent. Exceptions to this published refund policy shall not be considered.

(2) Students who withdraw from a class after the official refund period is concluded are not eligible for a refund.

(3) The official date of withdrawal is the date the course change is presented to the registrar's office, not the date the

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- (G) Cleveland state university shall allow veterans and service members to use its existing appeals process for ~~transfers~~ to appeal the award of college credit for military service.
- (H) Cleveland state university shall provide veterans and service members with an education plan detailing how they will fulfill all the requirements necessary to graduate and the ~~expected~~ ~~time~~ of completion. All academic requirements including general education and program/major specific requirements are provided through a well-established ~~online~~ ~~tool~~, the degree audit, available to the student, advisor and coordinator of the ~~veteran~~ ~~student~~ success program. All veterans and service members are encouraged to use their individual degree audit and periodically consult with their advisor on their progress. The VSSP coordinator can help veterans and service members to understand and ~~use~~ ~~the~~ degree audit.
- (I) Cleveland state university shall designate a point of contact for academic and financial advising, including access to disability services, to assist veterans and service members with successful completion of their studies and with ~~their~~ ~~job~~ searches. Cleveland state university points of contact are:
- (1) Financial advising: VA veteran success counselor, veterans certifying officer
 - (2) Academic advising: Status (e.g. undergraduate ~~freshman~~ etc, graduate) dependent ~~the~~ veteran student success program shall direct veterans and service members to the appropriate advisor/advising office.
 - (3) Disability services: VA veteran success counselor and the veteran student success program work with the Cleveland state university office of disability services and various VA programs to provide veterans and service members with

services and shall refer veterans and service members to programs as appropriate.

- (4) Job searches: The veteran student success program works with the Cleveland state university career services center (CSC) to assist veterans and service members with job searches including how to incorporate military training and service in to a civilian resume.
- (5) Whatever the need, the veteran student ~~esscp~~ program and the VA vetsuccess counselor shall work with all veterans and service members attending Cleveland state university to find the right person/program to assist them and better ensure successful completion of their studies.

Policy Name: Principles of excellence for veterans' education

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