

## **Called to Service**

### **Called to Serve**

PAU is committed to providing seamless transitions for students from Palo Alto University to military service/deployment and back. PAU will ensure students do not face an academic nor financial disadvantage because of being called to military service.

When a student (or family member) receives orders to deploy, they can withdraw from the University with a 100% refund without penalty. The University will also restore students returning from military service to the status they held prior to their departure per [Chapter 3 Volume 2 of the Federal Student Aid Handbook](#).

The Financial Aid Office has guidelines for students called to serve. Given the differences in the programs of external lenders, students should coordinate with their lenders directly to obtain deferments as prescribed by federal law.

### **Withdrawal Processes**

At any point in the term, a student called to serve may withdraw from PAU by submitting a withdrawal request form found at <https://sites.google.com/a/paloalto.edu/registrar-forms/> along with a copy of deployment orders to the Military/Veteran Student Services Office. Alternatively, they (or an appropriate officer of the Armed Forces or official of the Department of Defense) may give advance written or verbal notice of such service to a Palo Alto University School Certifying Official.

The student will receive a full credit of tuition and fees. The Registrar's Office will process the withdrawal form, which will then be forwarded to the Business Office so that they can make the appropriate adjustments to the student's account.

### **Academic Issues**

- Incompletes: Students who have successfully completed the majority of work for a course may be awarded a grade of "Incomplete" at the discretion of the professor. Professors are strongly encouraged to grant additional time for students to make up the required work.
- Final Grades: A final grade option becomes available if the professor determines a sufficient amount of the course work has been completed, and sufficient information about a student's performance in the course has been obtained.

### **Called to Serve-Readmission Policy**

Any student whose absence from Palo Alto University is necessitated by a military deployment or call to service shall be entitled to readmission if:

- The student (or an appropriate officer of the Armed Forces or official of the

Department of Defense) gives advance written or verbal notice\*\* of such service to a Palo Alto University School Certifying Official.

- The student gives oral or written notice of her intent to return to the school within three years after the completion of the period of service. If in hospital or convalescing due to illness or injury incurred or aggravated during the performance of service, the student must notify the school within two years after the end of the period needed for recovery.

\*\*Any student who did not give advance written or verbal notice of service to the appropriate PAU Official may meet the notice requirement by submitting, at the time the student seeks readmission, an attestation to Palo Alto University that they performed service in the uniformed services that necessitated the student's absence from PAU.

- The cumulative length of the absence and of all previous absences from PAU by reason of service in the uniformed services does not exceed five years, and except as otherwise provided in this policy. Exceptions include:
  - No notice is required if giving of such notice is precluded by military necessity, such as: mission, operation, exercise, or requirement that is classified or,
  - A pending or ongoing mission, operation, exercise or requirement that may be compromised or otherwise adversely affected by public knowledge.

A student who is readmitted to PAU under this section shall be readmitted with the same academic status with the same number of credit hours they had when they last attended PAU. The first academic year that the student returns, PAU will assess the tuition and fee charges that the student was or would have been assessed for during the academic year he withdrew.

#### Exception from Readmission Eligibility

A student's eligibility may be terminated if there is a:

- Separation of such person from the Armed Forces (including the National Guard and Reserves) with dishonorable or bad conduct discharge, or
- Dismissal of such person permitted under section 1161(a) of Title 10, United States Code.