San Jose State University
Student Petition to Cancel Guidelines

Timeline for the Review Process
1. Pick up the “petition to cancel” form from the UHS front office. Read all the instructions carefully.

2. Submit “petition to cancel” form along with all required documentation and letter of explanation.

3. The petition to cancel will be automatically approved if there is a change in student status or marriage.

4. If the petition to cancel is for reasons other than change in student status or marriage it will be reviewed and decided upon within three weeks.

5. If the petition to cancel is approved, you will be subject to a number of administrative fees, including but not limited to $100 license processing fee, 30 day rent fee and prorated rent and board.

6. If the petition to cancel is denied, you will be notified of the appeal process. You will not be eligible for any refund and will be required to pay for the entire license period. If you are evicted for disciplinary reasons, non-payment or abandonment you will be charged for the entire license period.

Annual Housing License
As a resident at San Jose State University you have signed an Annual Housing License Agreement for the academic year. University Housing Services acts as the landlord representative for the California State University; therefore, it is very difficult to cancel license agreements. In order to cancel a license, the CSU Chancellor’s Office requires verification of a significant change in your circumstances after signing the license. Very few residents who petition to cancel are released from their license, and substantial documentation is needed before a petition to cancel is considered for review. It is up to you to follow all of the appropriate cancellation procedures. Please carefully read the enclosed information before you proceed with the petition process.

Financial Obligation
Please be aware that your license agreement is for the academic year and remains intact while your petition is being reviewed. You are obligated to make all payments when due. For more information, please refer to the Annual Housing Licenses Agreement.

Submitting False Information
Residents who petition to cancel and forge or knowingly provide false information and/or supporting documentation will be referred to the Office of the Vice President for Student Affairs for disciplinary action according to section 41301 of Title V of the California Administrative Code. In addition, the cancellation petition will be denied or reversed and disciplinary sanctions may be imposed through the UHS disciplinary process.

Automatic Cancellations of License
A petition to cancel for the reasons listed below will automatic approval upon completion of the required paperwork, which is available in the UHS office.

Change of Student Status
If you are graduating, withdrawing, transferring, or pursuing an internship out of the area, you may automatically cancel at the receptionist desk in the UHS Office by providing the required documentations, which is listed below. Withdrawal between semesters does not require verification, but will be verified with campus records after the start of the new semester. If you are found to be in attendance at SJSU, your cancellation will be reversed and you account charged accordingly.

Required Documentation
- Graduation: a graduation worksheet
- Withdrawing: a withdrawal from the Admissions and records Office
- Transferring: notice of acceptance, if at all possible
- Internship: letter from the department

Marriage
If you married since the deadline to cancel the license agreement or have a marriage pending within 30 days of the expected cancellation date, you may automatically cancel at the receptionist desk of the UHS Office. A marriage license must be presented to complete cancellation; if it is not, the cancellation will not be approved.

Required Documentation
- Marriage License
Non-Automatic Cancellations of License

A petition to cancel for reasons listed below is considered non-automatic and requires that you provide a detailed explanation and considerable documentation. Please read the information below to best prepare your petition and the required documentation. Petitions will be evaluated on the documentation provided. Although approval is not guaranteed, insufficient information will result in a denied petition. If the petition to cancel is approved, you will be subject to a number of administrative fees including but not limited to $100 cancellation fee, 30 day rent fee, and prorated rent and board.

Financial Hardship
You must include verification appropriate to the circumstance and must be a loss of income that has occurred since the deadline to cancel has passed. UHS does not cancel a license based on a student’s realization that he/she is having difficulty meeting the financial demands of living independently and paying for college. UHS also does not cancel a license because a parent decided to discontinue the support of his/her student’s expenses. UHS will ask the Student to pursue the following options to meet financial obligations.

- Accept loans offered
- Develop a payment plan with a Resident Accounts Coordinator
- Obtain employment
- Increase work hours
- Apply for financial aid/loan
- Ask for additional family assistance
- Transfer from one community to another if more affordable, space permitting

Required Documentation
In order to meet requirements of the petition process, a student must present considerable documentation that clearly demonstrates the change in financial situation. Although UHS cannot take responsibility for determining what specific documentation be presented, a student might consider the following types of information.

- A letter describing the hardship
- Bankruptcy documents
- Parent’s unemployment records; set of parent’s tax returns showing significant drop of income
- Documentation regarding all sources of income and living expenses
- Evidence of having applied for financial aid
- Evidence of employment from pay stub or verification on employer’s letterhead (hours, Income)
- Recent unpaid expenses not anticipated

Personal Hardship
It is not unusual for students to find adjusting to college and living in a student residential community a big challenge. Whether it is finding a quiet place to study, resolving differences with a roommate or adjusting to sharing a room, it may feel that community living isn’t working for you. UHS understands this feeling of incompatibility but it is not a reason that can be accepted for canceling a license. Instead, staff will meet with you personally to identify your concerns and assist you in problem solving.

Some approaches you may be asked to pursue are:

- Talk to your Resident Advisor, Assistant Residential Life Coordinator or Residential Life Coordinator
- Talk to your Residential Life Coordinator about a room/hall/apartment change
- Talk to one of the counselors at University Counseling Services
- Consider a transfer from the apartments to the bricks or vice versa

Medical/Psychological Hardship
Your medical condition must have significantly changed since the cancellation deadline and prohibits you from living in on-campus housing. You must write a letter explaining your situation and also provide documentation that verifies the medical necessity for cancellation.

Required Documentation
- Appropriate medical documentation including a description of diagnosis provided by a licensed physician. The letter must be on a physician’s letterhead stationery and must include a statement of how living in the residence halls is related to the illness and the Licensee’s treatment.
- Pregnancy confirmation/due date
- Evidence of seeing a counselor/psychologist/psychiatrist/ and why issue necessitates license cancellation.
- Letter from Disability Resource Center staff member and why issue necessitates license cancellation
- Other supportive information at your discretion

San José State University

Location:
Bldg B 2nd Floor
350 South 9th Street
(corner of 10th and San Salvador)

Hours:
8:00am - 5:00pm
Monday – Friday

Contact Information:
One Washington Square
San Jose, CA 95192-0133

Phone: (408) 795-5600
Fax: (408) 795-5678
Email: uhs-frontdesk@sjsu.edu