Checklist: Dropping or Withdrawing Student
Utilize this checklist if you plan to leave PSU for a term or longer.

☐ Talk to your academic adviser (pdx.edu/advising/advising-locations). Even if you have not connected with an adviser previously, he or she can guide your decision. If you intend to return to PSU at a later time, they will help you plan appropriately. Please note: Taking incompletes and finishing your course work at a later date may be a better option than withdrawing. You are encouraged to discuss this option with your adviser.

☐ Check with Student Health and Counseling (SHAC) if you have questions or concerns about leaving PSU, seeking health or mental health support while on leave, and/or insurance eligibility. You can walk in or call to make an appointment (pdx.edu/shac), 503-725-2800:
  • Health and Counseling Services (Mon. - Thur. 8-6, or Fri. 9-5, askshac@pdx.edu)
  • Student Health Insurance (insurancehelp@pdx.edu)

☐ Check the current deadlines on the Academic Calendar (pdx.edu/registration/academic-calendar) to determine the academic and financial impacts of leaving classes, or call 503-725-3511.

☐ Check with the Office of Student Financial Aid & Scholarships (pdx.edu/finaid/withdrawing) to find out whether withdrawing will impact your financial aid or scholarships and to schedule a loan exit counseling appointment at askfa@pdx.edu or 503-725-3461.

☐ International students must contact the Office of International Student and Scholar Services (oia.pdx.edu/home/contact), at oia@pdx.edu or 503-725-4094 before withdrawing.

☐ Graduate students should contact their department (pdx.edu/admissions/programs-majors) to inquire about their leave of absence process. Call 503-725-3511 (ext. 5) for contact information.

☐ Students employed or under graduate assistantship should contact their employer about potential impacts of leaving school (pdx.edu/hr/separating-employees).

☐ Reservists and National Guard ordered to active duty or veteran’s receiving education benefits should contact the Veteran Certification Officer in the Veteran’s Office (pdx.edu/veterans/deployment-unexpected-withdrawal) to clarify impacts at vaaffairs@pdx.edu or 503-725-8380.

☐ If you are not registered in at least one course, you will not be verified as being a current student at Portland State University. Please contact third parties (i.e. loan providers, insurance companies, etc…) to see if this will impact repayment timelines, insurance discounts, etc.

☐ Drop your classes. Courses may not be dropped automatically due to non-attendance. If you are leaving the University for any reason, you must cancel your classes to avoid receiving poor grades. Login to your student account (banweb.pdx.edu). Click on Student Services, Registration and then Add/Drop Classes. Select the appropriate term from the drop down menu and press Submit. Select Drop/Withdraw from the action column next to each course and press Submit Changes. Contact the Office of the Registrar at 503-725-3511 (ext. 5) with questions.

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Withdraw Checklist

☐ Check your student account balance (banweb.pdx.edu). Click on Student Services, Student Account and then Account Summary by Term. Contact Student Financial Services (pdx.edu/financial-services) by email at studentfinancialservices@pdx.edu, or by calling 503-725-3440 if you have any questions or to make payment arrangements.

☐ If you have a Perkins Loan, Bell Memorial Graduate Loan or received NOYCE or ZTRM funds that became a loan, you need to schedule an exit interview with Accounts Receivable (pdx.edu/financial-services/perkins-loans) at loans@pdx.edu or 503-725-3440.

☐ Request a tuition refund (if applicable). If you are leaving the University due to extraordinary circumstances you may be eligible for a partial or, in a rare case, a full tuition refund. Print the Deadline Appeal Petition (pdx.edu.registration/files/media_assets/DAC.pdf) form. You must supply supporting documentation for your appeal. Follow submission instructions on form.

☐ Make sure you login to banweb.pdx.edu and update your address and phone number. Click on Personal Information. Click on View/Update Address or Phone.

☐ The Office of Information Technology (OIT) inactivates accounts and deletes data (i.e. email, D2L, etc…) for those no longer affiliated with PSU. This occurs automatically after 6 months of non-attendance (pdx.edu/oit/policies). Be sure to backup important content or inquire with Help Desk about an extension. Contact help@pdx.edu or 503-725-4357 with questions.

☐ Do you have a contract with university housing? If you live in on-campus housing, contact the department of Housing & Residence Life (pdx.edu/housing) at housing@pdx.edu or 503-725-4370 to discuss your options. Don’t forget to forward your mail to your new address.

☐ Check the book return or buyback policy with the PSU Bookstore (psubookstore.com) if you want to return textbooks. For assistance email support@psubookstore.com or call 503-725-3780.

☐ Students can go to the My Library Accounts page (library.pdx.edu) to check to see if anything is checked out and/or if you have any fines. Return library books to the Millar Library (1875 SW Park Avenue). Contact library@pdx.edu or 503-725-4617 with questions.

☐ If you are transferring to another institution, that school’s admissions and financial aid office will want to know what courses were attempted and completed at Portland State University. You can request official transcripts through your student account (banweb.pdx.edu). Click on Student Services, Student Records and then Order Official Transcripts. Before requesting a transcript, be sure that all grades are posted on your transcript. For assistance, email transcripts@pdx.edu or call 503-725-

☐ If you use the PSU One account to receive your financial aid refunds and no longer wish to use this account please contact Higher One at 877-778-7781 to close your account. Non-students may be charged a monthly fee by Higher One for continued use of the PSU One account. This only applies to students using their PSU One Card as a debit card (easy refund).

☐ If you have a parking permit it will need to be returned to Transportation & Parking Services (pdx.edu/transportation). Their office is located on the west side of Academic & Student Recreation Center. To inquire about potential refunds, call 503-725-3442 or email psupark@pdx.edu.

☐ Do you have a locker? Be sure to clean it out or your items may be discarded or impounded. Return keys to the department you rented the locker from to be sure no fees are charged and deposits. Call 503-725-3511 (ext. 5) if you need assistance contacting the applicable department.