



## COVID-19 College and University Owned and Operated Residential Life Refund or Credit Policy – March 23, 2020

### Operating Assumptions and Objectives

1. Prioritize protecting student health and financial wellbeing while supporting their academic needs and accomplishment.
2. Campus facilities and services will remain available for students, as well as faculty and staff, through the end of the 2020 spring academic term. Service availability may be altered and/or offered in different formats to conform with state and federal direction.
3. As academic programming moves from face-to-face delivery to alternative means, students should be offered opportunity for refunds of residential life fees (room and board) for institution provided services no longer used.
4. Governor's Emergency Executive Orders and other state and federal actions will afford colleges and universities potential reimbursement of expenses.
5. Adjustments to residential life fees (room and board) associated with COVID-19 should not impact financial aid standing. Specific documentation and details to follow.

### Policy Statement

1. Students are expected to depart campus housing by *a date selected by the college or university*, unless they are unable to due to the safety or security conditions of alternative housing or none exists. The college or university will assess these conditions. Examples: International students, students who are otherwise homeless.
2. Colleges and universities shall offer residential life fees (room and board) refunds or credit for future terms to students leaving campus on paid fees.
3. Balances on declining balance accounts (i.e., Husky Bucks, MavCard, etc.) the student may have the balance refunded or retained for a future term.
4. Specific fees subject to be refunded included:
  - a. Residence Hall (room)
  - b. Dining and/or Food Service (board)
  - c. Declining balance accounts/cards
5. Refunds will be prorated and based on *a date selected by the college or university*. One example may be the Friday before or Monday after the individual institution's 2020 Spring Break.



## Implementation

1. Colleges and universities are to establish and communicate a *refund effective date* for residential life fee (room and board) refunds as well as a *depart no later than date*.
2. If a college or university wants to apply a spring semester refund amount (credit) to a subsequent term in FY2021, it must first offer the student a cash refund and should work with the financial aid office to understand any potential financial aid implications of issuing a credit for a future term.
3. Colleges and universities are to establish criteria and process to accommodate students unable to depart due to the safety or security conditions of alternative housing or where none exists.
4. Colleges and universities are to establish and communicate a check out process enabling students and staff to safely execute the move out while conforming to state and federal guidelines to limit the spread of COVID-19 and accounting for any damage to campus facilities, furniture or equipment.
5. Refunds will be processed within a reasonable time, but may be delayed due to system and staffing capacity as dictated by COVID-19 protocols and directions.

## Messaging

1. Please do not return to campus if you have a safe alternative for housing and meals, be it with friends or family. We recognize that not all students can return home, but if you have alternative housing options we strongly encourage you to exercise those for your housing needs.
2. For those leaving campus residence facilities and terminating, you will be refunded.
3. We will work diligently to provide residence hall accommodations for students who truly have no other alternatives, we may consolidate housing for all remaining students in one central facility or facilities or off campus accommodations.
4. None of us can predict how long the present situation may last and if you remain on campus you might be here for some time with very limited services.