

Subject: Information regarding prorated refunding of student fees

March 20, 2020

Dear Students:

I'd like to first thank all of you for your patience and understanding during this most unusual time in not only our nation's history, but that of the entire world. The global pandemic we are experiencing has forced a "new normal" on all of us rather abruptly and your thoughtful demeanor as our University prepares to resume the spring semester on March 30 has not gone unnoticed.

For the past two weeks, we have been working diligently to make decisions that directly affect academic and business continuity, safety and campus operations. And while we will continue down that path, we must also turn our attention to your questions about prorated refunds for room, board and other fees.

- **Residential students** who are **no longer living on campus** will notice prorated refunds posted to their accounts representing 50% credit for fees paid toward housing, meal plans, parking (if applicable), health services, student life enhancement, campus recreation, STEM-H (if applicable), Smith Student Center and student activities.
- **Residential students** who remain **living on campus** will notice prorated refunds posted to their accounts representing 50% credit for fees paid toward parking (if applicable), health services, student life enhancement, campus recreation, STEM-H (if applicable), Smith Student Center and student activities.
- **Non-residential students** will notice prorated refunds posted to their account representing 50% credit for fees paid toward meal plans (if applicable), parking (if applicable), health services, student life enhancement, campus recreation, STEM-H (if applicable), Smith Student Center and student activities.
- **All students** who added voluntary flex dollars will receive a refund of any dollars not spent during the spring semester.
- These refunds will first be applied to any outstanding balance on your account. If you were on a payment plan, future payments will be adjusted or cancelled accordingly. If you have a credit balance remaining on your account it will be issued either:
 - As an electronic transfer to your direct deposit account on file OR;
 - As a paper check sent to your permanent home address.

We expect these adjustments to occur on or around the week of April 6. The percentage rate of student refunds was based on the number of days for which services are not being provided to students. In this case, as the original end date for spring break was to be March 15 and the original move-out date was to be May 8, that equates to an eight-week period, or half of the total 16-week semester.

Please be aware that as the University will continue to provide full educational services through distance learning modalities, tuition for the spring semester will not be refunded. In addition, the suspension of in-person instruction for the remainder of the semester because of the COVID-19 outbreak does not change a student's classification for financial aid and/or reporting purposes.

The Office of Students Accounts will be available 8 a.m. to 4 p.m., Monday through Friday, and can be reached at 724.738.2088 or student.accounts@sru.edu. As noted above refunds will occur on or around the week of April 6. Should you wish for your refund to be received via direct deposit, please complete the direct deposit form available at <https://www.sru.edu/offices/accounting-services/student-accounts>. This form should be returned to the Office of Student Accounts via your SRU email to student.accounts@sru.edu. If you have direct deposit information on file, there is no need to submit anything further. Students not establishing direct deposit will receive a live check at their permanent home address.

As a reminder, if you haven't already reviewed the email sent to all students yesterday, March 19, pertaining to spring semester grading, please do so. If you did not receive that email, a PDF of that correspondence will be available in the "Communication Archive" of the [University's COVID-19 webpage](#) later today, March 20.

Thank you again for your cooperation during this difficult time and I look forward to resuming the semester March 30. Finally, please continue to obey all guidance about social distance, even if you are asymptomatic. The key to addressing this pandemic is to act in a manner that serves the needs of our greater community, even if it is personally unsettling or inconvenient. As always I wish you and your loved ones the best.

Yours,

William J. Behre, Ph.D.
President