

## Re: Draft response to Refund questions

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From: brian curtis <brian@[REDACTED]>  
To: Joan Gabel <jgabel@[REDACTED]>  
Cc: William Haldeman <haldeman@[REDACTED]>  
Sent: March 24, 2020 8:28:07 AM CDT  
Received: March 24, 2020 8:28:20 AM CDT

When there are students angry or calling, what % are we talking about? 5%? 50%? Only a handful?

**Brian Curtis**  
**Paradigm Four**

[brian@\[REDACTED\]](mailto:brian@[REDACTED])

On Tue, Mar 24, 2020 at 9:14 AM Joan Gabel <jgabel@[REDACTED]> wrote:  
Thoughts?

Sent from my iPhone

Begin forwarded message:

**From:** Mike Berthelsen <berth004@[REDACTED]>  
**Date:** March 24, 2020 at 8:12:27 AM CDT  
**To:** LC Black <lblack@[REDACTED]>, Michelle Behr <mbehr@[REDACTED]>, Mary Holz-  
Clause <mhclause@[REDACTED]>, Lori Carrell <lcarrell@[REDACTED]>, Joan Gabel  
<jgabel@[REDACTED]>  
**Subject:** Fwd: Re: Draft response to Refund questions

Here is draft

----- Forwarded Message -----

**Subject:** Re: Draft response to Refund questions  
**Date:** Tue, 24 Mar 2020 07:27:06 -0500

**From:** Matt Kramer <kramerm@[REDACTED]>  
Mike Berthelsen <berth004@[REDACTED]>, Chuck Tombarge  
**To:** <tombarge@[REDACTED]>

I would say:

There is a standard credit for all students. The \$1,200 credit was determined to be a reasonable adjustment given the remainder of a student's residence hall and meal plan contract, or apartment contract. All expenses associated with housing and dining come from room and board charges and these fixed costs were factored into determining the standard credit.

On Mon, Mar 23, 2020 at 9:58 PM Mike Berthelsen <berth004@[REDACTED]> wrote:

President Gabel and Matt;

We are preparing for the responses to the refund message and those upset with less than 100%.

Laurie and I want to give a uniform answer for emails and personal calls.

We think that a short message like below is the right approach.

Let us know if concerns with this message.

Mike

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**Email/phone response to questions:**

**How was my refund calculated? Why don't I get a full refund if I wasn't living on campus and didn't eat meals on campus since spring break..., and I was told not to come back to campus?**

**DRAFT Response:**

The University decided to have a standard refund for all students, and the \$1,200 refund was determined to be a reasonable refund for the remainder of a student's residence hall and meal plan contract, or apartment contract. All expenses associated with housing and dining come from room and board charges and these fixed costs were factored into determining the standard refund for students.

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Mike Berthelsen  
VP University Services  
University of Minnesota  
[REDACTED]

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Matt Kramer, Ed.D.  
Vice-President | University Relations | [university-relations.umn.edu](http://university-relations.umn.edu)  
University of Minnesota | [system.umn.edu](http://system.umn.edu)  
kramerm@[REDACTED] | [REDACTED]