

Re: Updated draft letter to students/parents

From: Mike Berthelsen <berth004@[REDACTED]>
To: Matt Kramer <kramerm@[REDACTED]>
Cc: GABEL, JOAN <jgabel@[REDACTED]>, Julie Tonneson <tonne001@[REDACTED]>, Chuck Tombarge <tombarge@[REDACTED]>, Jake Ricker <rick0127@[REDACTED]>, HALDEMAN, WILLIAM <haldeman@[REDACTED]>, Brian Burnett <burnett@[REDACTED]>, Brian Swanson <bswanson@[REDACTED]>
Sent: March 30, 2020 9:10 31 PM CDT
Received: March 30, 2020 9:10 40 PM CDT
Attachments: Comprehensive Refund Message - mb.docx

Matt;

I suggested edits to the shared google file. (also track changes attached) key points:

- parking contracts end with the semester.
- I believe Voluntary meal plans apply to each campus. The sentence I added specifies TC, but I believe it applies to all. Confirming with Brian Swanson.

Key questions for letter;

- Should we acknowledge the change in methodology and amounts for the credit?
- Do we need to explain why April 1st? If not in this letter, we need to be prepared with the written rationale as we will be pushed on that.

Mike

On 3/30/20 5:52 PM, Matt Kramer wrote:

Mike,

I made changes to the document that reflect the first three of your bullets. On the fourth, this is covered by the language in the very first HRL response. It says "If you have a contract for any Housing and Residential Life service (housing, dining, flexible spending meal plans), on any campus, you will receive a 100% credit of your expenses to the end date of your contract." I don't think we need to call it out separately.

On the fifth bullet, why would we say end of contract? Right now we are just covering April and May. If someone's contract goes through August, and we return to normal service say in July, why give them July and august for free?

I have attached Google Doc access for Mike, a new Word document for everyone else as well as pasted in the new text below. Thank you,
Matt

To all University of Minnesota students and parents/guardians systemwide

Subject – Comprehensive Student Refund Plan

Dear students and parents,