

Q: I am sure this question has come across your desk many times regarding tuition reimbursement. I am wondering if a decision has been reached on this matter. Some departments naturally are unable to administer their work online. For example, in fine arts, students are unable to go into a studio and cannot operate in a virtual environment. Students are feeling the weight of these restrictions.

- **A:** Currently, we do not anticipate across-the-board tuition refunds for the spring semester on any campus. We have arranged for classes to continue to be taught by our world-class professors for the remainder of the semester through alternative instruction and the opportunity for students to earn academic credit for University courses has been maintained. As a result, students may still progress successfully toward graduation.

Even if instruction has shifted to new methods, it still requires financial support – and in some cases, alternative methods of instruction requires new investments. Therefore, the associated tuition and fees still apply.

Students who were participating in an study abroad experience organized by the University of Minnesota can refer to the [Education Abroad Refund Policy for Programs Suspended Due to COVID-19](#). For those students who were unable to continue with study abroad credits once they returned home, we are working to make arrangements to ensure that they are able to maintain full-time status and complete credits in process.

My leadership team is considering an approach to a variety of fees and other student costs and will communicate broadly when there is news to share.

Issue: Concern Regarding Community Advisors

Q: Recently, community advisors have seen a significant increase in their hours, with no increase in pay. I am curious to know what is the plan in place to ensure that students are not experiencing burnout and maintain their mental health due to the increased demand? As you can understand, these students are being asked to execute their roles throughout the week even as they pursue their academics. Furthermore, I am wondering if there is a plan in place to ensure that community advisors are being compensated for this additional time?

From the Community Advisors that have spoken to me, they have not received any information from HRL and it has been communicated to them that HRL has extremely limited power, hence the reason I have looped in the Office of the President and the Office of Human Resources.

What plan is in place to ensure CAs are not experiencing burnout and to help them maintain their mental health?

- **A:** We appreciate the commitment of our CA's that have stepped up in this unique and challenging situation. To help minimize CA burnout and to maintain their well-being and mental health while continuing to support students who continue living in University-managed residence halls and apartments, Housing and Residence Life is taking the following actions:

Effective immediately, CA duty hours will be adjusted from 24-hour duty on weekdays to 4:30 p.m. - 8 a.m. on weekdays (regular academic year duty shift).