

Draft comprehensive refund letter

From: Matt Kramer <kramerm@[REDACTED]>
To: GABEL, JOAN <jgabel@[REDACTED]>, Brian Burnett <burnett@[REDACTED]>
Sent: March 30, 2020 11:45:31 AM CDT
Received: March 30, 2020 11:45:38 AM CDT

This is a draft. I have made a number of assumptions. It is based off the example letter from Georgia.

Madame President, the GA letter did have a section on tuition where they explicitly rejected any refund of tuition paid. I took out that section for now.

Brian, again, dates are made up in terms of when this would be paid.

Brian, if there are major errors on my part, or assumptions that are wrong, can we address them in person as that will be cleaner than trying to do this via e-mail.

Please see below. This was written by me, edited by Bill, Chuck, and Jake.

Thank you,
Matt

To all University of Minnesota students and parents/guardians systemwide

Subject – Comprehensive Student Refund Plan

Dear students and parents,

At my direction, the University of Minnesota has created the Comprehensive Student Refund Plan, a systemwide approach that considers an extensive list of your specific expenses and fees, and outlines appropriate financial credit for these items in light of changes to University operations in response to the public health challenges of COVID-19.

The Comprehensive Student Refund Plan is based on a start date of April 1 and covers all anticipated expenses and fees that you would have paid through the end of the semester. Because individual credit amounts will vary depending on your campus, the services you access from the University, and the housing or meal plans you have purchased, please read carefully to estimate what your individual credit will be. **Please know that receiving financial credit requires no action from you. Credits will be automatically placed in your student account in the next two weeks.**

The situation we find ourselves in because of COVID-19 is challenging for all of us. The difficult, real-time decisions my leadership team and I are forced to make as circumstances rapidly evolve are decisions none of us ever anticipated. We know these decisions affect many lives across our University family. We will continue to consider every decision we make and if we can improve upon it, or make it stronger for our students, we will do so. This comprehensive approach should help address the questions many of you have raised directly to me and other leaders at the University.

The Comprehensive Student Refund Plan includes:

- **Housing and Residential Life:** If you have a contract for any Housing and Residential Life service (housing, dining, flex dollars), on any campus, you will receive a 100% refund of your expenses from April 1 through May 15, which is the latest day that any of our campuses are in session.
- **Parking fees:** For students who have paid for parking on the Crookston, Duluth, Morris, or Twin Cities campuses, you will receive 100% of your parking fee for the months of April and May as a credit. Rochester has no University-owned parking.
- **Recreation and Wellness fee:** For students on the Crookston, Duluth, Morris, and Twin Cities campuses, you will receive a prorated credit equivalent to refunding your fees specifically from April 1 through May 15. For students at the Rochester campus, you will not be charged for April and May fees from the Rochester YMCA since the YMCA will, in turn, not be billing the University of Minnesota Rochester for this time period.
- **Student Services fee:** In recognition that student groups are no longer able to meet in person, although many continue to meet virtually, we will refund 50% of the student services fee that would have applied from April 1 through May 15.
- **University Health Services:** Our facilities across the system continue to be open and operational for students who remain on campus, particularly international students and students for whom remaining on campus is their safest or only option. Our facilities and employees remain on the front lines by serving students, staff, and faculty who are concerned about COVID-19, as well as regular and other unanticipated health concerns as they arise. While telephone or other remote access continues for a wide variety of services (mental health, pharmacy, etc.), we recognize that, for many students, accessing on-campus health services is not a viable option at this time. Accordingly we will rebate 10% of the health fee from April 1 to May 15.
- **Transportation and Safety:** For all campuses, you will receive 100% of the fee you would have paid from April 1 through May 15. While public safety and emergency response continue on all campuses, and transportation continues on some campuses, we recognize that most of you are not benefiting directly from these services at this time.

What to expect next

We will credit all accounts between April 6 and April 20. Again, this will happen automatically and requires no action from you. This two-week period will allow us to calculate refund amounts and ensure all refunds are compliant with financial aid rules based on Department of Education guidance. If you have not received your credit by April 20, please contact the One Stop office on your campus.

Please note that refunds associated with Study Abroad/Study Away programs are in process and will be issued on an ongoing basis. You will receive a separate communication once refunds for these programs are finalized. Please contact the One Stop office on your campus with questions.

Thank you for your patience and understanding. Your success has never been more important to all of our University's leadership, including me. We stand behind you through this uncertain time and in support of your continued academic success.

With warmest wishes,

Joan Gabel

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