

## Fwd: Quick question

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From: Croson, Rachel <crosonra@[REDACTED]>  
To: Joan Gabel <jgabel@[REDACTED]>  
Sent: March 26, 2020 7:32:05 AM CDT  
Received: March 26, 2020 7:32:07 AM CDT

Fyi. It is the pro-rated amount, but averaged over what everyone pays (including people who pay 0), rather than a rebate on what any individual paid.

Rachel

Sent from my phone

**From:** Gore, Venceslaus <vgore@[REDACTED]>  
**Sent:** Thursday, March 26, 2020, 8:25 AM  
**To:** Croson, Rachel  
**Subject:** RE: Quick question

Rachel

Thanks for the email. We have had minimal push back from our residents and parents. Below you will find out process and principles. Once we explained (by phone) the principles, most parents understand even though they didn't agree.

March 15, 2020

Leaders:

Residential and Hospitality Services would like to recommend offering students living on campus, including in on-campus apartments who check out by Sunday, March 29 at 5 p.m. a credit of \$1,120. This represents an average rate across the entire housing system. We intend to send a survey completed through My Housing to all residents in order to determine their intent on Tuesday, March 17. They can select 'intend to stay,' 'intend to check out,' 'temporarily left, but not checked out,' 'have checked out,' and 'unsure.' The survey must be completed by Friday, March 20 at 11:59 p.m.

Students have four options to receive this credit:

- a credit towards their outstanding balance with the university, if a balance exists
- a credit towards next fall's on-campus housing and dining costs
- a credit towards next fall's off-campus dining plan
- a check/direct deposit in that amount, minus any balance owed

Students who receive institutional funds for their room and board will not be eligible (ie: student athletes, Spartan Advantage students, Alumni Distinguished Scholars and RAs, ICAs, etc.) Students who receive federal aid for these expenses will need to contact Financial Aid to see how this impacts their financial situation.

We based our decision on the following principles:

- We remain open and operational, with a duty to care for our students who need to be here for employment, labs and performance-based classes
- We have a need to follow the directives of the government, including limit groups of people in our dining halls to 250, including our staff.
- For many students, MSU is their home, or they cannot safely get to their homes at this time
- We will need to help provide housing and food security for off-campus students as we move through this crisis
- We want to keep people employed and paid as much as we possibly can

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**From:** Croson, Rachel <crosonra@[REDACTED]>  
**Sent:** Thursday, March 26, 2020 4:54 AM

**To:** Gore, Venceslaus <vgore@[REDACTED]>

**Subject:** Quick question

Dear Vennie,

I know we're all running crazy around COVID-19, but I had a quick question I hope you can answer regarding the refund we are giving to students who move out of the dorms (either in cash or credit).

Is the amount the (full) pro-rated charge, or is it a fraction (e.g. 50%)? Has there been any pushback about the amount?

I'm asking for a friend (Minnesota). Thanks in advance for your help.

It has been a pleasure and an honor to work with you. I still remember our lunch three + years ago at Akers. Thank you for making me feel welcomed here, and for all that you do for MSU.

Sincerely yours,

Rachel

Sent from my phone