

Dear Campus Community:

This memo focuses exclusively on the issues of credits and refunds. Guidance from SUNY regarding financial issues was received this afternoon. To summarize, SUNY recommends:

- **For students leaving the residence halls, campuses should credit the unused portion of their room and board.**
- **For off-campus students returning home who have a meal plan, campuses should credit the unused portion.**
- **Campuses should consider crediting student accounts for a portion of the fee-bearing accounts.**
- **Refunds instead of credits are recommended for graduating students.**

Based upon this guidance, SUNY Fredonia has made the following decisions regarding credits and refunds:

Room Charges. All non-graduating students notifying us by Thursday, March 19 that they are moving out of the residence halls will receive a credit toward next year's room charge equal to 50% of the spring semester charge. If you have not already checked out and are planning to do so, you must complete the "Check Out Indication Form" that can be accessed through YOUR CONNECTION (YourConnection--Students--MyHousing--ApplyNow). Questions should be directed to the Office of Residence Life, 716-673-3341.

Meal Plans/Points. All non-graduating students notifying FSA by Thursday, March 19 that they are cancelling their spring meal plans will receive a credit toward next year's meal plan of up to 50% of the spring semester charge. The refund of points will be based on the lesser of the actual remaining balance as of March 19 or 50% of the spring semester point total, excluding any fall carryovers. Questions should be directed to fsa.office@fredonia.edu or 716-680-6229.

Broad-based Fees. All non-graduating Fredonia students will receive a credit equal to 50% of the spring semester fees, excluding the Tech Fee and the Health Fee. This credit, which varies according to

the student's academic load, will be automatically applied toward next year's broad-based fees.

Graduating Students. Students receiving their undergraduate and graduate degrees this Spring and Summer are eligible to apply for a refund, in lieu of a credit, using the criteria listed above for rooms, meal plans, and broad-based fees. December 2020 graduates will definitely be eligible for credit and, depending upon the remaining number of fall credits and other circumstances, may be eligible to apply for a refund. More information on the application process, including criteria, will be made available once it has been finalized. Refunds will be made after the application has been fully processed.

Why 50%? A proportional reimbursement approach would have resulted in a slightly lower credit amount (47.9%). However, our normal procedure is to reimburse 50% if received on or before a specific date—that date occurred last week. Given the unusual circumstances everyone is facing, we decided to extend the date for receiving a 50% credit to March 19, and applied it to rooms, meal plans, and fees.

Credits. Credits are good for the 2020-21 academic year at SUNY Fredonia and will be automatically applied to the first semester the student is enrolled. One exception: students applying by September 15, 2020 for a formal one-year "Academic Leave" from SUNY Fredonia, using the process detailed in the University Catalog, will have their credits rolled to academic year 2021-22.

Debit Accounts. Although not addressed by SUNY, Fredonia students may request a refund of the remaining balance in their debit accounts by contacting FSA at fsa.office@fredonia.edu or 716-680-6229. Debit accounts roll forward so you also can leave the funds where they are and use them next year.

Notification of Credits. Students will be receiving a notification of the credits that have been placed in their accounts. Given the volume of work associated with this process, please allow at least three weeks for us to get this information to you.

One final reminder: It is the responsibility of students to notify Residence Life that they are leaving the residence halls and to notify

FSA they are stopping their meal plans. All notifications must be made by Thursday, March 19, 2020.

I hope this message answers your questions about financial reimbursements. SUNY has been working hard to ensure fairness to students and continuity of campus services. Your patience in waiting for definitive answers is greatly appreciated.

Please stay safe!

Sincerely,

**Dennis L Hefner, Ph.D.
Interim President**