

Dear Campus Community:

The final information on credits and refunds is contained in this memo. The program SUNY Fredonia is offering to all students, regardless of class level, has changed. As a result, every student must read the information listed below and complete the request form.

### **Credits/Refunds**

SUNY Fredonia will be offering “STUDENT CHOICE” with regards to whether you want a refund or a credit. Originally, SUNY was limiting refunds to graduating students, but that requirement has been changed.

Refunds will be made using the last payment method that was used (e.g.—direct bank deposit, credit card, check). Items eligible for refunds and credits include all payments made by the student and any non-state payment made on behalf of the student (e.g.—PELL, Rotary Scholarship, etc.). The eligible amount will be reduced by any unpaid 2019-20 balances before being made, so if an unpaid balance is larger than the calculated credit/refund, the result will be a net reduction in the Spring 2020 unpaid balance. The value of credits/refunds will be 50% of broad-based fees (excluding Technology and Health fees) and up to 50% of spring 2020 room and board charges.

In order to receive a credit or refund, please click [here](#) to complete the necessary form. Every student must complete this form, which is very short, and requires less than one minute to complete. Once processed, refunds will be reflected on the spring 2020 Banner student account, and credits will be reflected on the fall 2020 Banner student account.

Processing these transactions is labor-intensive, but we expect to have every credit/refund processed by the end of the spring semester. On or before Friday, May 15, we will issue a special phone number and email address that can be used for questions about refunds/credits. That phone number will be staffed from 8:00 am to 4:00 pm Monday-Friday with people who will be able to answer questions. We will work as fast as we can to process the requests, and thank you in advance for your patience.

### **Fall 2020**

Students and parents have been asking whether we will be having on-campus classes next fall, or again only offer distance education. Our intention is to offer on-campus classes next fall, and we have several groups reviewing various options that will allow for a fall opening in a safe way. By early Summer, you will receive further information about the fall 2020 semester.

### **2020 Census for Off-Campus Students**

According to Census rules, students who lived off campus at the beginning of the semester must take the census themselves. Off-campus students must complete the census using their off-campus address that they resided at when the semester began, and not their address they relocated to due to COVID-19. Only one person from the address should complete the census for everyone who resided at the same location. You only must respond with the minimum of each person’s name and date of birth. If a person in the household has already completed the census, do not include them in your response. Due to COVID-19, students are no longer being mailed by the Census Bureau; however, you can complete the census online with or without your ID. The website to complete the

Census is [2020census.gov](https://2020census.gov). It is imperative that students complete the Census as it will create a lasting, positive impact on our community! Please email [reslife@fredonia.edu](mailto:reslife@fredonia.edu) with any question you have. Thank you for your attention to this matter.

**2020 Census for On-Campus Students**

Students who lived on campus at the beginning of the semester do not need to take any action related to the census. The Census administrator at Fredonia includes all on-campus residence hall students in our Census report. Again, please email [reslife@fredonia.edu](mailto:reslife@fredonia.edu) if you have any questions.

Have a good week, and please stay safe!

Sincerely,

Dennis L. Hefner, Ph.D.  
Interim President