

Subject: Student Refunds for COVID-19

Date: Wednesday, March 25, 2020 at 12:45:13 PM Eastern Daylight Time

From: CampusAlerts

Good afternoon:

Thank you for your understanding as Clayton State University (CSU) works to ensure the safety and wellbeing of the University community. Please know that we are committed to continuing to provide and support your education and learning.

In response to guidance provided by the University System of Georgia (USG), Clayton State University has requested and received approval regarding refunding housing, dining, and some other designated fees for Spring 2020. The refund plan, which is applicable to students who have paid or been assessed these fees for Spring 2020 semester, includes the following considerations:

- March 16 is considered the last service date for the services referenced below and since the spring semester was approximately halfway through many of the refunds will be on a prorated basis of 47%
- Any balances owed by a student will be netted against any refunds.

CSU will refund 50% of the Student Activity Fee and the Parking Fee. Certain course and other fees will have a percentage refunded with additional information placed on the [Bursar's website](#).

University Housing residents and students on the Dining Services meal plan will have refunds implemented with the following considerations:

- March 16 is considered the last service date for the services referenced below.
- CSU will refund University Housing residents the respective Spring semester rate per individual resident based on their number of unutilized bed nights and the specific rate for the residence hall room in which they lived. Any damage charges will be netted from the refund amounts.
- Students on the Residential Dining Services meal plan will have 47% of the respective Spring semester rate will refunded. Commuter (Block Plans) will be refunded based on the unused balance of meals. Any remaining Dining Dollars balances for Spring 2020 will also be refunded. Students who were granted an emergency exception to remain on campus that have meal plans will not be refunded.

More details about this Student Refund Plan, including dollar amounts and refund schedules, may be found on the [Bursar's website](#) which will continue to be updated as information becomes available.

Separately, students who choose to withdraw entirely will be refunded in accordance with CSU's normal refund schedule, which can be found on the [Bursar's website](#).

In an effort to keep this communication succinct and clear, specific dollar amounts are not included in this email because each student's refund amount and schedule are unique.

We expect to begin issuing refunds the week of April 6, 2020. The process will likely continue through April 17. This rolling timeline will allow us to calculate refund amounts, ensure all refunds are compliant with financial aid rules based on Department of Education guidance, and give students time to verify their refund profile. **The most efficient way to receive your refund is via direct deposit. If you have not updated your bank mobile [account](#), please do so by March 30, 2020** to set up or verify your banking information.

Refunds associated with Study Abroad/Study Away programs that have been suspended or cancelled are in process and will be issued on an ongoing basis. You will receive a separate communication once refunds for these programs are finalized.

We understand you may have questions about this process, and we invite you to submit your questions to Bursar@clayton.edu.

Once again, thank you for your understanding during this unprecedented and challenging time. Please know that our staff are earnestly working alongside you in this effort.

Thank you.

Bursar Team
Clayton State University