

COVID Housing Refund FAQs

When will refunds be processed?

Housing refunds have been processed and should be reflected on your Bursar account. Please check your Bursar account for your refund.

I received only part of my housing fees back. Why wasn't I refunded the entire housing amount?

In his April 10 message to the community, Chancellor Boyce said: "The university will issue prorated refunds to students who paid for university-sponsored Student Housing, meal plans and parking fees. Each eligible student will receive a prorated refund to their Bursar account. If the student has a current outstanding balance, the refund will be applied to that balance. All refunds will be prorated for the period from March 16 (the day that classes were scheduled to resume after Spring Break) until May 10 (two days after the end of final exams)."

I lived in Campus Walk and the Chancellor's message said refunds would be prorated from March 16 to May 10. Will I still be prorated through July 31, 2020 since that is the end of my contract?

Yes, Campus Walk residents were refunded on a prorated basis from March 16 through July 31, 2020.

I privatized my room for the Spring 2020 semester. Do I get a refund for that cost as well?

Yes, residents who were charged to privatize their room for spring semester did receive the prorated amount for privatization as well as spring semester housing fees. Those prorated amounts were combined and processed as one refund amount.

How were refunds calculated?

Per the Chancellor's directive, Student Housing calculated prorated refunds from March 16, 2020 through May 10, 2020 (or July 31, 2020 for Campus Walk residents). Refunds were calculated using the standard daily rate for each room type (double, large double, private double, suite single, quad single, etc.) and building type (traditional, contemporary, apartment) which were multiplied by 55 nights (March 16 – May 10) for all academic year contracts and 137 nights (March 16-July 31) for Campus Walk.

The exception to this calculation would be if you were approved for Alternative Housing for any amount of time. If you were assigned to Alternative Housing and cancelled prior to the end of your housing contract, your prorated refund was calculated using the cancellation date of your Alternative Housing assignment.

I am living currently in Alternative Housing. Why didn't I get a refund?

Since you have requested and were approved for Alternative Housing, a prorated refund will not be issued to your Bursar account. The housing charges you paid for spring semester continue to pay for your assignment in Alternative Housing.

When will I get a refund check?

Student Housing only processes housing refunds to your Bursar's account. Student Housing does not decide whether a refund is applied to an existing balance, or if and when you will receive a refund check. Please contact the Bursar's office for this information. Be specific in asking about a refund check when speaking with the Bursar's office to ensure they do not send you back to Student Housing.