



# Clarion University Corona Virus Response Update

## Student Refunds/Adjustments

April 3, 2020

Dear Clarion students,

Based on guidance from the State System, Clarion University has calculated a 40% refund of room, board and select fees for the 2020 spring semester. As of March 22, all students without an approval to remain on campus were required to leave campus. At that time, six weeks remained in the 15-week instructional semester, which is 40 percent of the semester. Most on-campus students will be due a refund; the amount will vary depending on a students' initial charges, as well as if they resided on campus and/or had a meal plan. **Cash refunds will be processed beginning April 8, 2020.**

### WHAT FEES ARE BEING REFUNDED?

#### FEES

Many services continue as they would with face-to-face instruction. We are refunding fees for services that are no longer available to students due to ceasing face-to-face operations and closing the residence halls for the majority of students.

#### EAGLE DOLLARS

Eagle dollars do not expire and roll over year to year, so no action is being taken on these funds at this time. Students who are graduating or who will not be returning to campus and whose account balances are more than \$5 may request a refund by contacting the Center for Residence Life Services at [reslife@clarion.edu](mailto:reslife@clarion.edu).

### WHY ARE CERTAIN FEES NOT BEING REFUNDED?

#### TUITION AND COURSE-RELATED FEES

All instruction has been moved to remote delivery but will continue through the 2020 spring semester. Full tuition and course-related fees are remaining in place based on the allocation for semester instruction of 60% face-to-face and 40% online. The change in instruction does not meet the distance education requirement of 80% or more online.

Fee	Refunded?	Percentage
Housing *	Yes	40%
Meal Plan *	Yes	40%
Meal Plan Flex **	Yes	Unused
Voluntary Flex **	Yes	Unused
Recreation Center	Yes	40%
Student Center	Yes	40%
Parking Permit	Yes	\$30
Student Activity Fee (CSA)	Yes	40%
Tuition/Course Fees	No	
Tuition Technology Fee	No	
Instructional Support Fee	No	
Student Fee	No	
Student Support Fee	No	

\* will vary if approved to stay on campus  
 \*\* unused portion will be refunded

*continued ...*

## **WHY ARE CERTAIN FEES NOT BEING REFUNDED? CONT.**

### **TUITION TECHNOLOGY FEE**

This fee is used to acquire, install and maintain up-to-date and emerging technologies to enhance student learning outcomes. It provides equitable access to technology resources and ensures State System graduates are competitive in the technological workplace.

### **INSTRUCTIONAL SUPPORT FEE**

This fee is used to upgrade instructional equipment, improve library holdings, and for other instructional purposes.

### **STUDENT FEE**

This fee covers the cost of a broad array of career, counseling, tutoring and technical student services and programs that are integral to student success. All of these activities continue to be performed and utilized for instruction in any mode.

### **STUDENT SUPPORT FEE**

This fee, like the student fee above, covers a broad array of services and programs integral to student support at Venango campus. All of these activities continue to be performed and utilized for instruction in any mode.

## **WILL MY REFUND BE CREDITED AGAINST AN EXISTING BALANCE?**

Yes, some students may have balances due after these reductions in costs are processed. Credits will be applied toward the balances that remain due first. If you have a credit balance after existing balances are paid, you will be issued a refund. Beginning April 8, 2020, please login to **MyClarion** to resolve any balances that are still due or to sign up for a payment plan. Please reach out to [stfinservice@clarion.edu](mailto:stfinservice@clarion.edu) with any questions.

## **HOW DO I ENSURE A TIMELY CASH REFUND?**

Refunds for students with direct deposit will be processed more quickly than those requiring a paper check. Direct deposit is encouraged, as it is the fastest and most secure option for receiving your refund. Refunds are available in your bank account within 2-3 business days after processing, thereby eliminating mail delays and the chance of a lost or stolen check. Instructions for setting up direct deposit are available [here](#). If you elect not to set up direct deposit, any refunds issued will be mailed to your permanent address and may take 7-10 business days to arrive once the checks are printed and mailed via the U.S. Postal Service. Please login to your **MyClarion Student Center** and verify and/or update your permanent address to avoid lost or returned checks.

If the charges being reduced were initially paid by a parent loan, the refund may be due to the parent. This depends on what the parent indicated on the parent loan application. If the refund goes to the parent, the parent will be issued a paper check.

## **QUESTIONS**

Please visit the [Student Financial Services](#) (Student Accounts & Financial Aid) webpage and review the Announcements section, or send any questions to [stfinservice@clarion.edu](mailto:stfinservice@clarion.edu).

While team members from the Office of Student Accounts are checking voicemails regularly and returning calls as needed, we do encourage utilizing email for inquiries until normal office operations resume. If the matter can't be resolved in email format, we will work with you through another method of communication such as a return call.

Thank you for your patience as we navigate through this process together.

*Clarion University*

*Office of Student Accounts*