

## Billing Adjustments Due to COVID-19

3.23.2020

Dear Students and Families,

I know that there have been many inquiries about MCLA's plan to provide adjustments to this semester's housing, meal plan, and parking expenses. We understand your concerns and have been working diligently to ensure that we do what is right for you.

**MCLA will issue a prorated credit, effective March 30, to student accounts by the end of the semester.** There is a delay in this work as we await guidance from the U.S. Department of Education about the impact, if any, of this situation on federal financial aid and loans. We will be unable to make adjustments until we have confirmation from the Department.

**Adjustments to tuition and fees due to coursework being completed remotely will NOT be made because the semester is being completed remotely.** MCLA has one rate for instruction regardless of online or in-person delivery of the course.

### Credits and adjustments for housing and meal plans

- Resident students who move out completely by March 27, 2020 will receive a prorated adjustment or credit of their room and meal plan charges for the semester within in the next few weeks. The room charge adjustment **will not** apply to students who have received a waiver to remain on campus.
- All resident students who have moved out of the residence areas and commuters, will be credited for a portion of their parking permit cost for the semester.

Adjustments will be processed as soon as possible. In the meantime, please check your student account online to make sure you have the most up-to-date information regarding your account. **Adjustments that result in an overall credit balance will be processed as refunds.** Each student will be notified of their refund amount and how those funds are being refunded. It is important to remember that student refunds may take different forms, such as credit card refunds, check, or by reduction of the monthly payment plan.

If you receive any institutional gift aid such as a merit scholarship, this will need to be factored into the calculation of your room and meal plan refund. Be assured that calculation and adjustments will be made in a way that ensures equity for our students in this process.

All of us at MCLA are thinking of you and your families, and like you, we are disappointed and heartbroken that the COVID-19 pandemic has impacted our community and the Spring 2020 semester in this way. Please know that we are working to ensure all of our students can earn the credits they need, access the same quality education they have come to expect from MCLA, maintain all student and administrative services remotely, and keep our community safe during this public health emergency. Thank you again for your patience, your compassion for others, and your part in our Trailblazer community.

Please know that we will continue to do our best to serve you for the remainder of the semester, but note that due to the volume of communication we are receiving at this time, returning phone calls and messages may take longer than typical. MCLA will be operating on reduced services and the Student Financial Services team will not return to the office until after April 7.

Thank you,

**Bonnie Howland**

Director of Student Financial Services

**Massachusetts College of Liberal Arts**