Dear Student,

As we all continue to adjust to the “stay at home” order imposed by California Governor Gavin Newsom and the resulting conversion of Spring 2020 classes to remote learning, we hope this email finds you safe and healthy.

The Student Business Services Office wants you to know that we care and that we are here to help support you. To offer support, among the other things, President Struppa has directed that students impacted be given pro-rata credit for COVID-19’s disruption.

Here is additional information regarding Spring 2020 credit adjustments President Struppa has authorized and how the refund process will work. Please check your student account for the credit adjustment by logging into your student portal.

**Housing and Resident Meal Plan Credit Adjustments** were based on the Student’s housing assignment, selected meal plan, and check out date. (Please note the transaction date posted to the student account is not the checkout date but reflects the date the transaction posted to your account.)

Resident Meal plan credit adjustments posted to the student account is all-encompassing and includes remaining meals and Panther Bucks.

**Parking Fee**, if you had a parking permit for Spring 2020, a prorated portion of the parking fee has been credited to your student account consistent with the date the University encouraged students to return home for their safety.

**Students leaving vehicles on campus** Students who indicated to Public Safety they left their vehicle on campus will not be receiving the prorated credit adjustment for the parking fee.

**Information regarding additional credit adjustments**
• **Commuter meal plans**
  Students who purchased a commuter meal plan will receive a credit adjustment for the unused portion.

  A notification will be sent to your Chapman email with the amount to be refunded and will be issued via eRefund or by check sent via regular mail.

  For your convenience, setting up an [eRefund](mailto:eRefund) account is simple. You’ll find instructions and information on the Student Business Services webpage.

• **Lab/Course fees**
  Certain students at Chapman University pay additional fees for courses. These can be lab fees, recital fees, or additional course fees. These fees pay for supplies, equipment, software or other additional costs and typically vary based on the number of students in the class. The expectation is that students will get the benefit of what was purchased with their fees. Due to the movement of Chapman classes to remote learning, Chapman recognizes that some students will not be able to get the benefit of any or all of the fees they paid for the course. Provost Glenn Pfeiffer has worked with faculty members whose classes include lab and course fees to determine the appropriate basis for any refunds. A credit adjustment will be issued based on the Provost’s review. Please view your student portal for any credit adjustment(s).

• **Health Center Fee**
  The Health Center and Counseling Centers, including services such as academic advising and career services, remain in full operation. Therefore, the Health Center fee will not have a credit adjustment. Students continue to be able to access these services during remote instruction.

• **Associated Student Fee**
  The Associated Student Fee (or Activity Fee) will not have a credit adjustment as these fund student organizations and have been committed to projects and students. After consulting with the Student Government Association leadership, it was determined that this fee is still serving students.
• **Study Abroad**
  Spring 2020 semester study abroad students who have left their study abroad program’s housing and were billed housing and/or room through Chapman will be issued a credit adjustment. The refund amount will be based on the Chapman room (and in some cases board) fees that you paid to Chapman and your program’s new departure date. Students will be notified via eportalmail regarding this exact amount from The Center for Global Education. There will be no refund for Chapman tuition or the $500 study abroad fee, as students will still earn Chapman credit. Extra course fees that were billed to students separately and are refunded to Chapman by the student’s program will also be refunded to the student.

**Refunding Guidelines**

• Once all credits have been applied, each account will be reviewed to determine if a refund is due.

  All University refunding rules will apply, such as:

  Compliance with all Federal Financial Aid policies on refunding Title IV funds.

  Non-refundable scholarships (i.e., those given to Give Something Back and Simon Awards, etc.), will not be refunded.

  All debts owed to the University by the Student will be satisfied prior to any refund being issued.

• How will student refunds be disbursed:

  **eRefunds (direct deposit)** The refund will be issued via eRefund (direct deposit) in the student portal if an eRefund account is set up.

  An email will be sent to your Chapman University email when the eRefund is processed. Please allow one to two business days for direct deposit to post with your bank.

  **eRefund tutorials** are available on our website to assist with the setup process.
Refund by Check if the student does not set up an eRefund account, any refund will be issued via check and sent regular mail. Please allow five-seven business days for the check to arrive via mail.

- Refund questions

For questions about the credit adjustments or any other questions about the process, please contact Student Business Services main line at 714-997-6617 or your Student Account Advisor.

Student Business Services is open for assistance by phone and email inquiries, Monday through Friday 8 a.m. to 5 p.m.

We encourage you to please check your student account via the my.chapman.edu student portal for the status of any credit adjustment.

Chapman University is fortunate to be able to serve the many outstanding students who have been so understanding during the ongoing global COVID-19 pandemic. We thank you sincerely.

Student Business Services is committed to serving you while prioritizing your safety. Please continue to remain safe.

Sincerely,

Student Business Services
Chapman University
www.chapman.edu/sbs