

From: Kenneth Long

Sent: Friday, March 20, 2020 4:17 PM

Subject: Message to ESU students regarding refunds - March 20, 2020

To our Warrior students and families,

I first want to send you my most sincere wishes that this note finds you healthy and safe. The past weeks have been extremely disruptive to our families, our world, our nation, our communities and, at East Stroudsburg University (ESU), our mission to provide our students with a solid educational experience. I want to thank you all for your continued confidence in ESU through these dark times. We've received many calls, e-mails and texts from students, parents, alumni and friends who empathize and support us and our student body. We, in turn, would like to do the same.

ESU remains committed to continuing to provide our students with a rich academic experience despite the current challenges. Unfortunately, the current situation with COVID-19 prevents us from maintaining such richness in other aspects of the collegiate experience. As a result, the university will be issuing pro-rated reductions of housing, dining, general, and parking and transportation charges on students' accounts during the week of March 29, 2020. Refunds will be prorated based on the number of days these services will not be provided, as of the last day of ESU's original spring break, Friday, March 13 and is estimated at 50%. This charge adjustment will have no impact on your financial aid award (grants, scholarships, or loans). Any resulting credit balance on a students' account will be refunded.

If you are signed up for direct deposit, the refund will be deposited into your designated bank account. If you have not already signed up for direct deposit, we encourage you to do so now at: MyESU> Student Tab> Student Billing Toolbox> Select View My Bill> Click on the "Home" Button on the top left side > Click Erefunds.

Once charges have been adjusted on your account, and if you have signed up for direct deposit, refunds will appear in your designated bank account within two to five days. Otherwise, a check will be mailed to your home address of record. Please contact the Bursar's office at billing@esu.edu with questions.

These refunds are applicable only to those students who remain enrolled for the rest of this semester; if a student withdraws, a refund of tuition and fees is not required as the University is providing a full educational and student services experience.

We intend to begin the disbursement of applicable refunds immediately after all adjustments have been made to students' accounts beginning the week of March 29, 2020 but not later than the week of April 5, 2020. We kindly ask for your patience as we work through this process, as much of the staff are performing this activity remotely. Thank you, stay safe.

Kenneth Long

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