

Dear Western Michigan University Housing Resident,

Thank you for the part you and your family played in a safe, organized, and orderly move out under difficult circumstances. I hope that you have safely returned home and are settling into the new rhythm of distance education.

Thank you for your patience as we determined an appropriate credit for your account due to early move out. For students who checked out of the Residence Halls from March 11 to March 24, 2020, credits will be applied as follows:

- A **\$1,000 WMU account credit** for residents with a meal plan during the 2020 spring semester
- A **\$500 WMU account credit** for residents without a meal plan during the 2020 spring semester
 - **Eligibility**
 - Students must meet the following criteria to be eligible for the credit:
 - You must have been living in the residence halls during the 2020 spring semester until March 11, 2020. These credits are not available to students who moved out of the halls on March 10, 2020, or before.
 - Students who checked out between March 11 and March 24, 2020, and vacated the premises, will have the credit applied to their student account.
 - If during this same time period you notified the University that you vacated the residence hall and plan to retrieve belongings before April 25 (assuming government-mandated shelter-in-place orders permit doing so), the credit will be applied to your account at the time you pick up your belongings. If you do not retrieve your belongings by April 25 (assuming government-mandated shelter-in-place orders permit doing so), you will forfeit this credit.
 - Students are not eligible for the credit if they live in the halls between March 25 and April 25.
 - You have not received institutional funds for room and board, including, but not limited to, student athlete scholarship recipients, resident assistants, and room grant recipients.

What Happens Next

You may receive a refund if the total credit is greater than the total amount due on the student account. The appropriate credit for your account will be applied first to any outstanding charges, then to spring 2020 tuition, then to fees. We will issue a payment for any credit balance that remains. Refunds will either be transmitted directly to the financial institution established by the student for e-refund or mailed to the mailing address established on the student's account.

Important Financial Aid Information

This credit may change the calculation for your student financial assistance. This calculation is determined by U.S. Department of Education policy, by which the University must abide. Please

contact Bronco Express (wmich.edu/broncoexpress [wmich.edu]) to determine whether this credit may impact your current financial aid award. It is your responsibility to check with Bronco Express to understand how this applies to your situation.

How the Credit was Determined

The residence halls were scheduled to be open for 111 days during spring 2020. Students were asked to check out of the halls by March 24, forfeiting 33 of those days. About half of the costs of operating a residence hall are variable and about half are fixed. A variable cost varies from day to day. Examples are perishable food and student staffing. Fixed costs are incurred for the entire year, cannot be liquidated, and make it possible for the facilities to exist and operate. Examples are building debt service, contracted services and building maintenance. We are confident that this is on-par with similar approaches elsewhere in Michigan.

Students forfeited about 29.7% of their time in the halls. The variable portion of that loss is approximately 15%. Using that calculation, and rounding up, the University arrived at a \$1,000 credit.

About half of the cost of a room and meal plan is the room portion and the other half is the meal portion. The room-only credit of \$500 is half of the credit of \$1,000.

We understand this has been a difficult journey and the rest of the semester remains in front of you. We wish for you the very best end to the academic year. If you have questions or concerns, please contact the Department of Housing and Residence Life at (269) 387-4735.

Sincerely,

Diane K. Anderson

Vice President for Student Affairs