

As mentioned in President DiBiasio's letter sent on March 25, 2020, we are providing a more detailed set of instructions about options related to certain credits for room and board fees and course fees that will be issued for spring semester.

**IMPORTANT NOTE:** This memo will only apply to students who meet at least one of the following criteria:

- Students that had a room and/or board plan for spring semester and who have **NOT** remained on campus.
- Students registered for courses that were scheduled to travel to the Nature Center **AFTER** March 16, 2020.
- Certain students registered for recital fees as a music major.

In the past two weeks, Ohio Northern University made the decision to cancel large events and student trips, and move all instruction to an alternative remote delivery format to protect the health of our campus community. When those decisions occurred, the campus was informed that students would receive credits for this interruption of services. The policy for this credit is provided below for room and board fees and course fees. We believe this is financially fair and equitable based on the guidelines outlined in the catalog.

### Room and Board Credit Policy

Based on the University's recent decision to require students to move out of the residence halls by end of day March 22, 2020, the University will be issuing credits according to the rate described in the 2019-2020 Student Catalog. If a student had withdrawn from the institution on March 22, 2020, for personal reasons, the refund would have been 40% of the semester's room and board fees. Thus, we will be issuing a credit of 40% of room and meal plan charges to students who had been living in our residence facilities at the time ONU announced on March 16, 2020, that students should leave by March 22, 2020.

The credit will be applied to the student's balance as follows:

- For students who do owe a balance, the credit will first be applied to the balance due or remaining payment plan payments no later than **Friday, March 27, 2020**.
- If the application of the credit still results in a balance due to the University, the student is still obligated to complete payments.
- If the previous action results in a credit balance on their accounts, the following options would apply:
  - 1) Complete a [Retain Student Credit Form](#) by printing out the form, signing it, and sending a picture or scanned image of this form back to the Controller's Office via email. This will allow the credit to be carried forward and applied to Summer 2020 or Fall 2020 balances when those billings occur. The completed form should be returned to the Controller's Office at [bursar@onu.edu](mailto:bursar@onu.edu) no later than **noon EDT on Monday, April 6, 2020**.
  - 2) Students also have the option to return a portion or all of the credit to a student or parent loan by completing the [Request to Return Loan Funds Form](#) by printing out the form, signing it, and sending a picture or scanned image of this form back to the Office of Financial Aid via email. The completed form should be returned to the Office of Financial Aid at [financial-aid@onu.edu](mailto:financial-aid@onu.edu) no later than **noon EDT on Monday, April 6, 2020**.
  - 3) If no form is received, the net refund will be direct deposited per account information currently on file. If a student is not signed up for direct deposit and would like to do so, please complete this [Direct Deposit Form](#) by printing out the form, signing it, and sending a picture or scanned image of this form back to the Controller's Office via email. The completed form should be returned to the Controller's Office at [bursar@onu.edu](mailto:bursar@onu.edu) no later than **noon EDT on Monday, April 6, 2020**.
  - 4) If no form is received and there is no direct deposit account information tied to the student's ONU billing information by **noon EDT on Monday, April 6, 2020**, the refund will be issued via check and mailed to student's permanent address\*.

**All forms returned via email must be sent from the student's ONU email account to comply with FERPA requirements.**

*\*Note: A student may update their permanent address by completing [Change of Personal Information Form](#) through the Registrar's Office. This form must be completed by the student as it will require a username and password for the student to access the form.*

- Refunds that are direct deposited will be deposited in student bank accounts on **Wednesday, April 8, 2020**.
- For refunds issued by check, checks will be mailed to the student's permanent address on **Wednesday, April 8, 2020**.

### **Fees Credit Policy**

According to the procedure described in the 2019-2020 Student Catalog, there will be no proration of the General Student Fee, College of Engineering Program Fee, or Course Fee. Exceptions to this policy include the music major recital fees and the courses that were scheduled to travel to the Nature Center after March 16.