



Office of the Deputy Chancellor & Chief Financial Officer

**THE TEXAS A&M UNIVERSITY SYSTEM**

March 23, 2020

Dear Presidents and CEOs,

Thank you for the ongoing work at each of our institutions and agencies in our efforts to manage our response and operations in addressing COVID-19. We remain committed to keeping our universities open for all students who wish to be there in order to provide them a safe environment to continue their education online but also to have the services they need for success, including housing, food services, medical care and internet access. However, we realize that some families may decide that the best choice for their family is to bring their student home for the remainder of the spring semester.

We will continue to keep residence halls open for those students who opt to return and remain on our campuses. Students who have prepaid for housing and dining costs and choose to move out will need to complete an application and should receive a prorated credit/refund as of whatever date they apply to move out for unused housing and dining services. Institutions will post a move-out application online that must be completed to be eligible for a prorated credit/refund.

The appropriate method (credit/refund) will need to be determined by each CEO taking into consideration each student's classification, financial aid received, and any outstanding balances owed to the university. In addition, for situations in which another person or entity funds the student's education through the institution, any applicable refunds will need to be directed back to the person/entity. To treat students fairly and to ensure prudent fiscal management, it is preferred that you provide students returning for the fall semester with credits to apply to their university tuition and fee bill.

To meet CDC guidelines and maintain social distancing, each CEO should ensure that there is a coordinated move out process.

Students who do not have on-campus housing but have a dining contract will also need to submit an application indicating their intent to not return to campus. Those students should also receive a prorated credit/refund as described above.

Billy Hamilton  
Deputy Chancellor and Chief Financial Officer