



TEXAS SOUTHERN UNIVERSITY

TSU COVID-19 Housing & Dining Refund Process for Spring 2020

Dear Tigers,

We appreciate your patience as we have been working to understand the many financial implications of the COVID-19 crisis. This level of operational change is unprecedented in our history. We are deeply thankful to our faculty and staff who continue to work tirelessly during these challenging times to support our students and make the changes necessary to protect our community's well-being. To our students, we are deeply sorry for these incredible disruptions in your lives, but we also know that our TSU Tigers are caring, resilient, and capable of working together to meet any challenge. To this end, we have made the following decisions related to adjustments for housing and dining charges:

1. Students are only eligible for housing credit if they have left their campus residence for the remainder of the spring semester and cleared their room of all their belongings. Students who were enrolled in a spring meal plan and have left campus for the remainder of the spring semester are eligible for a dining credit.
2. All credits for residence hall charges will be effective as of March 28, 2020. Credits for dining charges will have an effective date of March 29, 2020. Students living in campus housing will receive a credit after belongings are removed from their unit, checkout has been completed, and this has to be completed by May 9 in order to receive an adjustment.
3. All credits will be first applied to any outstanding spring 2020 balance, and the student will receive any remaining credit (if applicable) as a refund via their BankMobile refund preference. We encourage all students to set up their BankMobile refund preference for a timely refund. Here is more information about the BankMobile process.
4. Students who receive full housing and dining scholarships (student-athletes, presidential scholars, other non-refundable scholarships or grants) will have their scholarships adjusted and will not receive a refund.
5. Students who receive partial housing and dining scholarships will have their scholarships adjusted and may receive a refund (See 3 above).
6. Students utilizing federal funds to pay for any portion of their housing and dining will receive a refund for any credit balance per guidelines provided by the U.S. Department of Education.
7. Refunds will be issued to all eligible students by the end of term (May 9).
8. Questions about the calculation of housing and dining refunds can be emailed to tsuhousing@tsu.edu. Questions about the issuance of refunds can be emailed to samail@tsu.edu.