



NORWICH
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To: Norwich University Residential and Commuter Students

From: Richard W. Schneider, President

Date: March 31, 2020

Subject: Refund Statement

The COVID-19 pandemic has profoundly changed life around the world as well as here on campus. Yet, we are open for learning, and student success remains our top priority.

The first week of remote instruction has exemplified our collective flexibility and resilience as faculty and students are teaching and learning together in new, creative ways. That said, the transition to remote instruction may present new challenges. To address our students' needs, student support services have shifted to offer readily accessible, remote operations.

From the Academic Achievement Center's tutoring programs to the Counseling and Wellness Center, Writing Center, Career and Internship Center, and Student Health Services, we are adjusting our robust services to digital delivery and stand ready to assist students in their academics, job search, internships and health and well-being. I encourage students to reach out to your instructor, advisor, and our support community if you need help to keep your learning on track. We are here to deliver what you need, when you need it.

Students and their families understandably have questions about whether Norwich University will refund students room and board, health services, and student activities fees for unused services. The answer is yes. **Norwich will be refunding students a prorated amount of room and board, health services and student activities fees for the unused Spring 2020 semester services.**

The prorated calculation is based on the number of days you were not on campus this spring semester. The spring term began January 12th and ends on May 2nd for a total of 112 days. The unused services period began on the first day of Spring Break, March 7th. Therefore, there were 57 days of unused services, or 51% of the spring semester. It is calculated in this way:

Room and board	\$	7,176
Student activities fee	\$	242
Health services fee	\$	335
	<u>TOTAL</u>	<u>\$ 7,753</u>
Per day rate	\$	69.22
@ 57 days	\$	<u>3,946</u>

Office of the President

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It is important to note that all Norwich students are charged the *same* amount for tuition, room and board, and mandatory fees. However, the amount a student actually pays is determined by the amount of scholarships and grants from Norwich and other financial aid sources that each student receives. With this in mind, Norwich will be providing a refund to each student that takes into account the impact that Norwich gift aid and gift aid from all other sources has on each student's individual circumstance.

Refund Examples Spring 2020	Example 1	Example 2	Example 3
Tuition and Fees	\$20,748	\$20,748	\$20,748
Room and Board	\$7,176	\$7,176	\$7,176
Total Spring Costs	\$27,924	\$27,924	\$27,924
Grants Given	\$15,933	\$12,689	\$18,844
Grant Percent of Cost	57%	45%	67%
Family Percent	43%	55%	33%
Prorated Rm/board/other	\$3,946	\$3,946	\$3,946
Refund (Family % * Prorated Rm/board/other)	\$1,694	\$2,153	\$1,283

Each Norwich student who is eligible for a refund will receive the prorated amount calculated and added to the billing statement as a credit. This amount will be posted to your student account. If there is balance due on your account, the prorated amount will be applied as a credit to the amount due.

Graduating seniors will be eligible for a refund if the credit creates a balance due to the student.

Students who are continuing their studies may elect to keep the credit on their account to assist with payments for fall 2020 charges, or may elect to receive a refund.

All students, please [click here](#) to make your election regarding what you want done with your credit balance.

You can expect to see this activity on your account by April 12th and will receive an email notification when a new account statement, which includes the services credit, has been posted to NUPay.

Commuter students will receive a prorated share of the Student Activities Fee using the same methodology as previously described.

We will also refund a prorated share of the Laundry Services for those students who paid for this service. Norwich will not be prorating the Information Technology fee as these services are still being fully provided, albeit remotely, to all students. There will not be a prorated refund of the Vehicle Registration fee as those fees were spent in advance on the new parking lot.

If you have any questions, please call the Financial Aid Office, (802) 485-2850 or email nufinaid@norwich.edu, or the Bursar's Office, (802) 485-2055 or email nubursar@norwich.edu. We are committed to responding to every student and their family's questions and appreciate your patience as our response time may be slightly longer than normal.

Thank you for your understanding for what we believe is a fair and equitable resolution in this unprecedented time.

We empathize with students and their families whose lives may have already been adversely impacted by loss of employment or work reduction, unexpected medical expenses, or other unforeseen challenges from COVID-19. Our financial aid team will work with you and your family through our financial aid appeal process to determine a financial aid package for next year. Together, I know we will emerge stronger and better than ever.

Please view this [video](#) to learn more!

Norwich Forever!