

MEMO

To: Terra State Community College Students Living in Residence at the Landings at Terra Village
From: Jacque Foos, Interim Vice President for Financial Affairs
Date: April 1, 2020
RE: COVID-19 Room and Board Adjustment Policy and Form

All current Terra State Community College students residing in the Landings at Terra Village who vacated their room by Sunday, March 22, 2020 may request either a credit to their student account or refund for the remaining 7 weeks of their Spring Semester 2020 room and board fees. The COVID-19 Room and Board Adjustment Request Form is enclosed. Room and Board credits will be applied to the Summer 2020 Semester or the Fall 2020 Semester. Students who leave campus after March 22, 2020 may request a credit or refund commensurate with the remaining unused period through May 8, 2020, the scheduled end of the residence hall contract. This credit or refund will be calculated on a weekly basis. This policy applies regardless of whether the student receives financial aid or not.

As an example, if a student is living in a two bedroom, four person apartment the cost per semester is \$3,100.00, which is \$193.75 per week. A seven week credit or refund would be \$1,356.25.

Each resident will need to complete the COVID-19 Room and Board Adjustment Request Form which includes the following information:

- Request of how the resident would like any balance due handled.
- New off-campus addresses submitted via email to cashier@terra.edu from the student's Terra State email account to avoid fraudulent requests.

Once the COVID-19 Room and Board Adjustment Request Form is received **and** information verified (including removal of all personal belongings and return of keys), refunds will be processed as soon as possible, but no later than 20 business days. If you have questions about your credit balance, please contact our Cashier Office via email at cashier@terra.edu. The Cashier Office staff are working remotely to continue to support the needs of the Terra State Community College students.