



Dear Students,

Your academic success, coupled with your health and wellbeing, remain our top priority. The semester has resumed with remote instruction and we are committed to help our students finish the semester and graduate on time – a goal with financial implications for every family. To this end, the University has invested significantly in enhanced technology and training solutions to deliver a world-class University of Delaware education even in this new and evolving environment.

The University is working quickly and carefully to assist students and families with the financial impact due to COVID-19. To that end, the university is evaluating adjustments to all student accounts due to the discontinuation of selected student services within our remote learning environment. A prorated student account adjustment for unused university housing, dining, and other university fees charged for the spring semester will be issued. At the same time, we are taking into account, of course, students' financial aid awards (including scholarships and loans). We thank you for your patience as we focus on working through the details associated with necessary adjustments to these student charges.

We have begun the process of issuing adjustments for unused university housing, dining, and other university fees currently charged on the spring semester student account. During this time, your student account will not be viewable. **You will receive an individualized statement of the adjustments and any applicable refunds to your account in the coming weeks.** Adjustments to student account charges will include:

1. Students living on campus prior to the COVID-19 emergency situation that are now residing at their permanent home will receive an adjustment of housing dining/meal plan fees based on the proportionate time between the closure of the residence halls and the end of the spring term (March 18-May 30, 2020). Block dining plans will be adjusted to reflect the value of each student's unused block meals. All unused dining points, regardless of the underlying dining plan, will be refunded.
2. Students living off campus with optional meal plans will receive an adjustment for meal plan fees based on the number of unused block meals and their unused dining point balance.

3. All students will receive adjustments to certain fees for services that have been discontinued or reduced due to the COVID-19 emergency (e.g., recreation and student activities, access to physical spaces like the Little Bob, Perkins and Trabant) associated with the [Comprehensive and Student Center Fees](#). Remaining fees will be used to continue student involvement activities including the support of continued functioning of Registered Student Organizations, WVUD, esports, the Blue Hen Leadership Program -- some examples of engagement activities that have moved into a remote environment.

4. Parking Services will be issuing adjustments to student permit holders effective March 18 and adjustments/refunds will be issued to the student account. Parking Services will be communicating with student permit holders in the coming weeks.

Credits based on prorated adjustments will be reflected on the student account by April 22. We will send you an email notification when your refund is processed. **Students who still owe spring semester 2020 payments may delay payment until April 29.**

We appreciate your patience and understanding during this unexpected time of transition and challenge for all of us as members of the UD community. If you have questions about your remaining balance due or refund of the credit balance after it has been processed, please consult the [Student Financial Services](#) website for more information.

Sincerely,

Mary Booker
Executive Director, Financial Aid Services

Student Financial Services · Student Services Building · Newark, DE 19716 · USA
Phone: (302) 831-2126 · Fax: (302) 831-3041 · [FAQ/Contact Us](#) | [Legal Notices](#)