

**Office of the Provost and  
Vice President for Academic Affairs**

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April 21, 2020

Dear Chicago State University Students,

The COVID-19 global health crisis has disrupted university life significantly as well as your personal and family routines. To navigate this unprecedented circumstances, multiple steps have been taken to ensure you, our students, can continue towards your goal of completing your coursework as well as to stay safe and healthy.

The faculty and staff have worked diligently to move classes to an E-learning platform through Moodle. Additional training for faculty and students is available through our Keep Learning and Keep Teaching web pages. Students who have technology needs should reach out to [helpdesk@csu.edu](mailto:helpdesk@csu.edu) with equipment needs to finish remotely so we can continue with Governor's Stay-at-Home order.

We are aware of the significant financial impact that the pandemic and Stay-at-Home order is having on students and their families. Thus, after careful consideration, CSU has determined that we will make an adjustment for the university mandatory fees and parking for the spring 2020 and summer 2020 semesters. There will be no adjustment for tuition or course/program fees since instruction continues and the spring semester courses will be completed. The refunds for the fee adjustments are as follows:

- For the spring 2020 semester, full-time students will receive a \$125 refund for mandatory fees and part-time students will receive a \$86 refund.
- Students who have a yearly or semester parking decal will receive a \$50 refund and any student with a reserved spot will receive a \$100 parking refund.
- All refunds will be applied first to the student's account. If a student has a balance owed to the university, a credit will be applied to the balance first.
- Those students who do not have a balance owed to the university will receive a direct deposit or mailed check refund.
- Additionally, summer 2020 semester fees will be reduced by \$216 to address the restriction of campus activities.

Additionally, students who were living in the residence halls who have moved out will receive a prorated refund for room and meal plan. The refund will be determined by the time frame in which you left the residence hall. These funds will be applied to your student account and a credit will be issued first for any outstanding balances.

Many fees support the ongoing facility maintenance and other infrastructure costs that long-term and cannot be adjusted. Also, there are fees to fund services such as counseling, health services, the library and technology, all of which continue to be provided and delivered remotely to our students.

We have started a process to assist students financially through the federal CARES Act and CSU Foundation funding. Please continue to review the CSU web page and your email for information on the rapidly changing circumstances surrounding the pandemic. Keep the lines of communication open, as we continue forward towards success.

Sincerely,

Dr. Leslie Roundtree, Interim Provost