Dear Student,

West Chester University’s first priority is to provide a quality education that will enable you to earn your academic degree. We will do whatever we can and will not let COVID-19 stand in the way of providing a comprehensive learning experience that will continue on March 30th through alternate modes of remote instruction. Thank you for your patience and understanding as we took the time needed to develop student account refund determinations for the spring 2020 semester.

Based on guidance from the State System, West Chester University’s Bursar’s Office will reduce the following student account charges by 50% for the spring 2020 semester. These COVID-19 Relief Credits will have no impact on your financial aid award (grants, scholarships, or loans):

- WCU On-campus Traditional Housing (if applicable). For students living in USH residences, please see USH housing information below
- Dining meal plans, including the full portion of unused Flex (if applicable)
- Student Services Fee/SSI (Student Activity Fee)
- Health Center fee for out-of-state students is refunded at 50%; for in-state students the refund is at 30% (the latter due to the continuation of counseling services on a remote basis for the remainder of the semester for in-state students)
- Recreation Center Fee
- Sykes Union Fee
- Parking Improvement Fee
- Auxiliary Enhancement Fee

After the charges listed above are adjusted, all student account credit balances will be refunded beginning the week of March 30, 2020. If you are signed up to receive direct deposits, the refund will be deposited into your designated bank account. If you have not already signed-up to receive direct deposits directly to your bank account and strongly encourage you to do so with your financial institution by Sunday, March 29th. Failure to enroll in direct deposit by Sunday, March 29th may delay your refund due to the generation and mailing of a paper refund check to your home address on record.

For students living in USH residences, you will receive an additional e-mail (attached below) from USH and you should direct any housing related refund questions to USH at refunds@ushcommunities.org or 610-430-5277.

Please view your Account Summary in myWCU for COVID-19 Relief Credit details. Team members from the Bursar’s Office are available to answer questions at 610-430-3552 between 8:00 a.m. and 4:00 p.m., Monday through Friday. You can also contact us via email at bursar@wcupa.edu. For answers to Frequently Asked Questions, please click here.

Thank you again for your patience and cooperation with this process, and please stay healthy!

Office of the Bursar

WCU Family,

The emails below were sent out to your student today, March 26, 2020 regarding refunds:

- Email to all WCU students from the Office of the Bursar regarding refunds
- Email to all University Student Housing (USH) residents

As a reminder, if your student has not already signed-up to receive direct deposits, we strongly encourage your student to enroll in direct deposit through myWCU by Sunday, March 29th. Failure to enroll in direct deposit by Sunday, March 29th may delay your student’s refund due to the generation and mailing of a paper refund check to their home address on record.

Stay Healthy,

Lexie McCarthy, Director
Office of Parent and Family Relations

Dear USH Residents,

University Student Housing, LLC is moving quickly to respond to matters associated with the University’s decision to move to alternate modes of instruction and closure of all residential facilities, including those of University Student Housing. The decision to close the residential facilities was made by the University. We believe that the University’s decision was not made arbitrarily given the unprecedented nature of the issue and its impact on all facets of our daily lives. Although these circumstances are beyond USH’s control, we are working diligently with the University and USH residents to ease the transition out of student housing and to minimize the financial impact to students and USH.

We are aware of, and appreciate, the challenges this situation poses to you and we are working with the University in support of its announcement and have developed an appropriate model to reimburse students for the cost of campus housing during the time that housing is not available due to this crisis. Until now, our priority has been to facilitate a safe and orderly process permitting students to vacate the campus and retrieve their personal belongings. Now that this process is complete, USH staff will begin conducting room inspections after which we will release final account balances to residents by e-mail. Please make certain that your current address is accurate upon receipt of your final account statement that is coming via e-mail. We expect COVID-19 Refund Refunds to be processed by check beginning April 13th. Refunds will be calculated as of March 16th, 2020.

Refunds will not be processed for students approved through the exception process and currently remain in USH housing.

All questions or changes to address that you have can be directed to this single email account and will be processed directly:
refunds@ushcommunities.org

We thank you in advance for your continued patience as we work through the details of this process.

Sincerely,

Christopher P. Monfore, CEO