WCU Family,

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 Student,

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 the University’s decision to move to alternate modes of instruction and closure of all residential facilities, University Student Housing, LLC is moving quickly to respond to matters associated with the University’s 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 virus and the 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.

Dear USH Residents,

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

Sincerely,

Christopher P. Mominey,
CEO

Office of the Bursar

Dear Student,

Refunds will not be processed for students approved through the exception process and currently to be processed by check beginning April 13th. Refunds will be calculated as of March 16th, 2020.

Credits will have no impact on your financial aid award (grants, scholarships, or loans):

- Auxiliary Enhancement Fee
- 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 34% (the latter due to the continued 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
- Health Center Fee

If you have not already signed-up to receive direct deposits directly to your bank account, you strongly encourage you to sign-up 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 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 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 assist you at 610-436-2552 between 8:00 a.m. and 4:00 p.m., Monday through Friday. You can also contact us via email at bursar@wcu.edu. For answers to frequently asked questions, please click here.

Stay Healthy,

Lexie McCarthy, Director
Office of Parent and Family Relations

For students living in USH residences, you will receive an additional e-mail (attached below) from USH and you should direct any housing 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 assist you at 610-436-2552 between 8:00 a.m. and 4:00 p.m., Monday through Friday. You can also contact us via email at bursar@wcu.edu. For answers to frequently asked questions, please click here.

Stay Healthy,

Lexie McCarthy, Director
Office of Parent and Family Relations

For students living in USH residences, you will receive an additional e-mail (attached below) from USH and you should direct any housing 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 assist you at 610-436-2552 between 8:00 a.m. and 4:00 p.m., Monday through Friday. You can also contact us via email at bursar@wcu.edu. For answers to frequently asked questions, please click here.

Stay Healthy,

Lexie McCarthy, Director
Office of Parent and Family Relations