



March 31, 2020

Dear Students,

The University of Maryland, Baltimore (UMB) will be processing the below student prorated refunds for the spring 2020 semester as a result of the novel coronavirus (COVID-19) pandemic.

Auxiliary Fees

The refund process for auxiliary fees will involve credits being posted to student accounts reducing any amount owed to UMB. Student accounting will review each account and submit refunds to BankMobile. All student refunds will be distributed using the method of payment chosen by each student through the BankMobile website for student refund processing. We anticipate it will take four to six weeks to process refunds. The auxiliary fees being partially refunded are as follows:

UM Shuttle Fee:

Spring 2020 rates: Flat rate of \$94.50 for full-time students and \$47.50 for part-time students.

- Full-time students will receive a prorated refund of \$38.97 for the semester.
- Part-time students will receive a prorated refund of \$19.48 for the semester

Student Government Association Fee:

Spring 2020 rates: Flat rate of \$11.00 for all students (full-time and part-time).

- All students will receive a prorated refund of \$4.35 for the semester.

Student Activities Fee:

The student activities fee rate varies by school and program. Please [see attachment for the applicable program spring 2020 rate and prorated refund.](#)

Campus Center Infrastructure and Services Fee:

Spring 2020 rates: Flat rate of \$756.00 for full-time students and \$84.00 per credit hour up to 9 credits for part-time students. UMB will be providing a refund for the campus center infrastructure fee less the amount that supports debt service. The spring 2020 rates excluding debt service are a flat rate of \$377.04 for full-time students and \$41.89 per credit hour up to 9 credits for part-time students. As such, students will receive prorated refunds as follows:

- Full-time students will receive a prorated refund of \$149.13 for the semester.

- Part-time students will receive a prorated refund of \$16.57 per credit hour up to 9 credit hours.
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Housing Fees

Previous UMB communications requested that residents in Pascault Row and Fayette Square terminate their license early and receive a refund, and that individuals who did not have another place to live at this time would not be asked to leave. Due to Maryland Gov. Larry Hogan's stay-at-home executive order, residents of Pascault Row and Fayette Square should monitor communication from UMB Housing for further direction. If you do remain in UMB Housing, you must continue to practice social distancing and take the necessary steps to limit risks associated with contracting or transferring COVID-19. A prorated refund will be processed for residents who have already terminated their lease and moved out. Prorated refunds also will be processed for other residents when cleared to move out.

Pascault Row:

Student refunds will be processed using the same approach as auxiliary fee refunds above, through your student account. Refunds will be calculated based on multiplying the 2019-2020 daily rate and the number of days not licensed through May 19, 2020 (end of spring semester license). The number of days not licensed during spring 2020 due to the COVID-19 crisis is derived by taking the license term of 139 days (Jan. 2, 2020, to May 19, 2020) and subtracting the number of days actually licensed during spring 2020. There are a few license terms that are shorter due to license start date.

Fayette Square:

Refund will depend on whether the student has paid for the semester or pays by installments. Regardless, a daily rate will be used in calculating the refunds. If paying by:

- **Semester:** A credit will be issued for the spring 2020 semester based on the number of days not occupied during the licensed period. Daily rate will be based on the type of license signed for 2019-2020 (12-month license, 10-month license, etc.).
- **Installment:** Daily rate will be based on the room type and duration (12-month license, 10-month license, etc.) of license signed for 2019-2020. If canceling the license before the end of March, a credit will be issued for the days not occupied. If canceling in April after making payment, a credit will be issued for the days not occupied in April. If no payment was received for April, student will be billed for days occupied in April prior to canceling license.

Fayette Square will issue refunds to students. The process for refunding a resident account is as follows:

1. Audit the account, verifying all charges have been entered. (Each resident will be looked at individually.)
2. Print statement verifying with resident that the address is correct.
3. Send to accounts payable.

4. The check will be sent once it has been processed. Due to high volume, the exact time frame is unknown at this time.

Parking Fees

All parking refunds, except for Fayette Square tenants, will be issued by UMB Parking and Transportation Services. It is estimated that it will take UMB two weeks to process refunds because all students who parked on campus need to be contacted for additional information in order to process a refund check. Checks will then be issued through the Comptroller for the State of Maryland, and it may take up to a month before checks are received.

Market Center:

Students either paid \$180 for spring 2020 or \$360 for 2019-2020 academic year.

- Prorated refunds will be issued for March 23, 2020, to May 14, 2020, in the amount of \$71.19.
- Card deposits of \$15 will be refunded to each parker.

Lexington Market Rooftop:

Students pay a monthly rate of \$45 using a credit card. Since credit card information is not stored, a check will have to be used to refund students.

- The prorated refund applicable to March is \$14.32.
- Those who have paid in advance for April, May, and June will receive additional refunds in the full amounts paid.

Pascault Row:

Students either paid \$330 for spring 2020 or \$550 for 2019-2020 academic year.

- Students will be issued a prorated refund based on a daily rate of \$2.46 for spring 2020 or \$1.68 for 2019-2020 academic year. Amount of refund will depend on when license is terminated.

Fayette Square:

Students are billed by Fayette Square each month (Lexington, \$66.00; Baltimore Grand, \$88.00; or Fayette Square, \$135.00).

- A daily rate has been calculated based on the total for spring 2020 semester. Students will be issued a prorated refund based on a daily rate of \$2.46 for Lexington Garage, \$3.28 for Baltimore Grand Garage, or \$5.04 for Fayette Square. Amount of refund will depend on when the license is terminated and whether student has paid in full for the semester or if they pay by month. Refund will be combined with Fayette Square housing refund outlined above.

Please look for upcoming information on a town hall to discuss these student refunds.

Sincerely,

Jordan Nixon, MBA
Bursar
Student Accounting