



June 3, 2020

Dear SUNY Polytechnic Students and Families:

We have been working hard to resolve the financial impact from the transition this spring to remote learning on each student’s unused campus housing, meals, and fees while taking into account every student’s financial aid awards. We appreciate how important this is to each student.

SUNY Poly continues to work with SUNY System Administration to determine a credit/refunding schedule specific to certain Spring 2020 student charges impacted by COVID-19; those affected charges include room, meal plan, and some fees (described in the chart below). After careful consideration, eligible charges/fees and related percentages for reimbursement were determined based on a students’ ability to utilize the services over time.

All refunds will first be applied to outstanding balances, so not all students will receive a refund, and not all students will receive a refund at the same time. Credit percentages will be assessed to the Spring 2020 student account as follows:

Charge/Fee	Refund Percentage	Issue Date	Note
Room	50%	06/17/2020	Scholarships/waivers specific to housing may impact the dollar amount credited
Meals	47% +	06/05/2020	Adjusted for unused portion of plan points
Athletic Fee	50%	06/17/2020	
SGU (Student Government at Utica)	39%	06/05/2020	Utica
USGA (Undergraduate Student Government at Albany)	61%	06/05/2020	Albany
GSGA (Graduate Student Government at Albany)	90%	06/05/2020	Albany

Reimbursement of funds will take place as follows:

- Spring 2020 student account will automatically be credited using the schedule listed above, you do not need to take action;
- Any credit resulting from COVID-19 -related charge adjustments will first be applied to any outstanding balance for the Spring 2020 term. If there is a remaining credit, a refund will be processed through a check mailed to your permanent address; and
- Please update your permanent address in Banner, if necessary, as soon as possible so that it is accurate and ensure you receive your check.
- Additionally, COVID-19 related credits applied to your Spring 2020 account will not impact your 2019-2020 financial aid package.

We understand this is a challenging time for our SUNY Poly community. We are committed to ensuring accuracy in processing these credits/refunds as quickly as is possible and appreciate your understanding as we work through this important process. Should you have further questions, please email the Student Accounts Office at [bursar@sunypoly.edu](mailto:bursar@sunypoly.edu), and we will be happy to connect with you.

Kind Regards,

Susan Head  
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SUNY Polytechnic Institute