

### **Will I receive a refund/credit?**

For Utica campus residential students returning to SUNY Poly in the fall '20, we intend to credit unused room and meal plan fees to your account. For students graduating in spring '20 or summer '20, refunds will be assessed to your account. These will only be applicable to your room and board charges and cannot be applied toward tuition or a previous outstanding balance.

To be eligible for a refund/credit, a student must:

- Have paid their bill in full (students with partially paid bills will have their room and board charges reduced in line with the timing calculation of check out);
- Be in good standing with the University;

In addition, please know that any belongings will remain secure in your room until checkout is complete. Information regarding the checkout process will be forthcoming. Please note that the actual check-out date will not impact the amount of any credit or refund, which will be calculated as of March 23, 2020.

We are also developing approaches to crediting certain unused fees to the accounts of students who will return in the fall, and refunding fees to students who will graduate this spring. We appreciate your patience as we work to make arrangements that do not jeopardize any student's financial aid.

For Albany campus SUNY Poly residential students:

- Please refer to the latest guidance from UAlbany for residential students:  
<https://www.albany.edu/covid-19>.

### **When will the Department begin to refund the partial prorated refund?**

- Refunds will be assessed to student accounts once they have successfully completed the check-out process (at a time determined to be safe), following the steps above. Please note, refunds may take several weeks to post your Student Account.