

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 to assist you 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 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 34% (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, we strongly encourage you to enroll in direct deposit through [myWCU](#) 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 of record.**

For students living in USH residences, you will receive an additional e-mail from USH and you should direct any housing refund questions to USH at [refunds@ushcommunities.org](mailto: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 610-436-2552 between 8:00 a.m. and 4:00 p.m., Monday through Friday. You can also contact us via email at [bursar@wcupa.edu](mailto: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