



PRAIRIE VIEW A&M UNIVERSITY

A Member of the Texas A&M University System

To: PVAMU Students

From: Corey S. Bradford, Senior Vice President for Business Affairs
Tim Sams, Vice President for Student Affairs

Date: March 25, 2020

Re: Housing and Dining Refund/Credit

We hope that you are safe and actively engaged with your online classes for the spring semester. As you know, the abrupt transition to online course delivery in the wake of the global health crisis has generated much confusion and a multitude of questions. One question that has surfaced repeatedly concerns the issuance of refunds to students who elected not to return to their campus housing following spring break.

We are pleased to inform you that we are able to offer prorated housing and dining credits/refunds for those students who have prepaid their housing and dining fees but have chosen not to return to campus.

Seniors or Students Not Returning to PVAMU for fall 2020

Seniors certified to graduate in the spring and students not returning to PVAMU for the fall 2020 semester will receive a prorated refund for unused dining and housing services.

Returning Students

Returning students will receive housing and dining credits that will be applied to the student's chosen room and board plans for the 2020-2021 academic year. Students will receive notification of the prorated credit amount.

Students Eligible to Receive a Refund or Credit

Students who receive financial aid to cover room and board costs, owe an outstanding balance to the university or received a housing payment deferment are not eligible for a prorated credit/refund. We will be working with Financial Aid and Treasury Services to determine eligibility on a case by case basis.

Recipients of Grant and Scholarship Funds

Grant and scholarship funds that have been applied to student room and board fees, will be returned, where appropriate, to the issuing organization. Issuing organizations include, but are not limited to, foreign sponsors, churches, corporations, armed services, etc.

How to Apply for Housing Credits/Refunds

Students seeking a prorated credit/refund must complete a COVID-19 Move-out Form by April 1st, vacate their room, and return their key by Monday, April 6th. American Campus Communities (ACC) will email residents the required form. Refunds and credits will be processed and issued beginning June 1st.

Students with Commuter Plan or Panther Bucks

Students who have a commuter plan dining contract or unspent Panther Bucks must submit [Sodexo's online COVID-19 Form](#) to receive a prorated credit/refund.

Move Out Procedures

Residents not currently on campus must contact their property housing office in advance to make arrangements to pick-up their belongings. Housing will send out the electronic move-out form and more details on the check-out process.

We realize this is a difficult, unexpected, unprecedented and evolving situation and we are all navigating it together. Our goal is to try our best to be understanding and accommodating for the many different student circumstances. If you have further questions, please refer to the COVID-19 website for frequent updates.

Thank you and please follow public health and government guidelines to stay safe.