

March 30, 2020

Dear Iowa State students,

We appreciate your patience as we have been working to understand the many financial implications of the COVID-19 crisis. We recognize this unprecedented situation has caused considerable disruptions for you during the remaining 40 percent of the spring semester. With this in mind, we have made the following decisions regarding refunds for campus services.

**Refunds for housing, dining, course fees, parking**

Iowa State will refund 40 percent of residence hall contracts, as well as course fees, for the spring semester. Dining refunds will be based on a prorated share of the remaining contracts, and Dining Dollars will be refunded in full on remaining balances. Prorated refunds for student parking will be processed after ISU Parking [receives your student permit](#).

The housing refunds apply to students living in residence halls. Refunds for students living in university apartments will continue to follow existing Department of Residence cancellation policies.

The refunds will be processed as soon as possible, and will be credited to your U-Bill. Any remaining balance will be deposited in the bank account we have on record for you.

More information about refunds can be found in the [Student FAQ](#) on the campus safety page.

**Refunds for spring semester study abroad**

Refunds are already being processed for spring break study abroad program fees, as well as emergency flight reimbursements for those of you who were brought home early from semester-long programs.

**Tuition and mandatory fees will remain**

We will not issue refunds for tuition and mandatory fees. While the transition to virtual instruction represents a significant change, both for you, and for our faculty, we are committed to offering a high-quality educational experience, and maintaining similar levels of academic rigor regardless of how your courses are delivered. Courses taught virtually continue to fully count toward your degree program.

These principles have been affirmed by Iowa State's Faculty Senate in their [resolution regarding virtual instruction](#).

We know the COVID-19 pandemic represents a truly unparalleled challenge for you, your families, as well as our faculty and staff, and the entire university. We have strived to be fair in determining these refunds, and we appreciate your understanding as these complex decisions are made.

Sincerely,

Wendy Wintersteen  
President