

From: University_News
Sent: Tuesday, April 28, 2020 8:13 AM
To: University_News
Subject: COVID-19 Student Tuition Details

Rush University

COVID-19 Update

To: Rush University Students
Subj: COVID-19 Student Tuition Details

Thanks to all of you for your hard work, diligence, and patience, as we quickly adjusted to the COVID-19 pandemic and stay-at-home orders. At this point, we want to make sure you are aware of the extraordinary efforts and decisive steps taken by the Rush University faculty and staff to ensure that all students are supported during this challenging time, allowing the majority of you to complete your programs of study on-time and in a safe, quality, ICARE manner throughout this COVID-19 pandemic crisis. We know some of you may have questions regarding potential refunds and reimbursements and we wanted to provide transparent answers on the collective institutional efforts that emerged to support you throughout this COVID-19 experience. Below, please find brief responses in a Frequently Asked Questions format.

Will Rush University refund a portion of tuition for the Spring 2020 semester?

No. Rush University Spring 2020 classes continued throughout the duration of the semester and all in-person courses were converted to remote instruction. We understand that clinical and some lab courses were impacted by the transition to remote learning. The university is working with each program to plan a return to clinical rotations and labs once student re-entry will be approved. Students who need to complete their clinical hours from the spring semester in order to graduate will be able to do so without additional costs. If you are one of these students, we are working closely with you and your program directors to make sure you have individualized support.

How about refunding student fees for services or resources that were cancelled or postponed?

Yes. The University has refunded or pro-rated certain services and resources:

- Parking fees
- Fitness Center membership fees
- Providing an early opt out of Tailor Lofts leases
- Refunding of all travel expenses incurred by cancellations
- Absorption of all costs related to student off-boarding process

If you feel you were entitled these specific reimbursements or refunds listed above and didn't receive it, please contact: Student_Affairs@rush.edu.

What about other refunding fees or providing credits for cancelled programs or events?

The University shares in your disappointment related to moving greatly anticipated events to virtual platforms or cancelling them entirely. During this time, we carefully and thoughtfully redirected resources to ensure that your health and safety remained the highest priority. Therefore, we anticipate no additional adjustments, refunds or account credits at this time, but we would like to take a moment to provide a few examples so that you understand this decision.

- Resources were allocated to provide all students who needed COVID-19 screenings and telemedicine visits during the pandemic
- Resources were reallocated to increase the technology available for distance learning, including computers, WebEx cameras and other IT support
- Students at Tailor Lofts were given an opportunity to opt out of their leases free and clear
- The University is providing for the return of possessions left in AAC lockers at no charge to students
- When you return university property at the end of the semester, it will be at no charge to you

What about the virtual commencement for Graduates?

Members of the Rush University community unequivocally understand the intrinsic and priceless value of participating in Commencement. Graduation is a wonderful achievement. We further recognize the enormous sacrifices made on behalf of families, friends and loved ones to ensure you were able to fulfill your educational dreams. While we know that this experience can never be replaced, we are so proud and honored to have worked with many of you on the elements and design of your virtual commencement. We were able to incorporate many of your ideas to develop a quality and commemorative way to celebrate the Class of 2020. We also know that this year's virtual Commencement program will forever be etched into the historical archives for Rush University. To further support our graduates, and as a part of the momentous occasion, all graduating students will receive their regalia and a complimentary gift box.

In what other ways has Rush University supported you through COVID-19?

Rush University recently established a COVID-19 Student Relief Fund through philanthropic and government resources. These relief funds are available for students actively enrolled during the Spring 2020 term and experienced hardships as a result of COVID-19. Details on how to apply for these funds can be found [here](#).

We hope that this brief overview provides you with a broader picture on how the University has supported and will continue to support you through this COVID-19 pandemic. Please continue to be safe and diligent.

Respectfully,
University Command Center