

CORONAVIRUS (COVID-19)



CLARK ATLANTA
UNIVERSITY

UPDATE

Financial Matters

3.26.2020 update

Q1.) Will my tuition be refunded or discounted for the remainder of the spring semester?

A1.) Courses for the spring 2020 semester will continue via remote instruction. There will not be any reductions made to tuition.

Q2.) Will the mandatory fees be refunded or discounted for the remainder of the semester?

A2.) Mandatory fees for the spring 2020 semester will be prorated. There will not be any reductions made to the student health insurance fee or the Included Book bundle fee.

Q3.) What about room and board costs?

A3.) Room and board costs will be pro-rated for the remainder of the spring 2020 semester. Additional information on calculating adjustments will be forthcoming.

Q4.) Will I get a refund for my parking pass?

A4.) Students that paid for parking will be issued a refund directly from LAZ parking.

Q5.) My payment plan is cancelled. Can I still make payments towards my tuition balance?

A5.) Payments can be made online via the students Banner Web account by following the steps below:

1. LOG ONTO Bannerweb
2. Enter Secure Area
3. Enter your User ID and PIN
4. Student Services and Financial Aid
5. Student Records
6. Pay by credit card

Q6.) Will I receive a refund once my room and board charges are prorated?

A6.) Once the room and board charges are prorated, an adjustment will be made for the prorated amount. If students have zero balances on their accounts before the credit is applied, they may receive a refund. If the student has an outstanding balance due, the credit will be applied to the balance first and if there is a credit remaining after the balance has been satisfied, the student may receive the remaining credit in the form of a refund.

Q7.) How will my refund be disbursed if I am receiving one?

A7.) Students that have previously received a refund for the spring semester will have their refund issued to them based upon the preference that they selected, either deposited to their Bank Mobile Vibe account or deposited to their personal checking account.

For students that have not set up their preferences, they will need to set up their preferences by visiting www.refundselection.com Once you have successfully signed in, you will go to the REFUNDS tab and select refund preferences from the drop down. Follow the prompts to select or update your preference. The preference that you select will remain in effect until you log back in and change it.

Refunds will be issued within 45 days of the move –out date of March 23, 2020.

Q8.) Will my student health insurance be prorated?

A8.) Students that currently have active coverage through United Health Care will continue to have continuous coverage until July 31, 2020.

Q9.) Will moving from in-person classes to remote instruction impact my financial aid?

A9.) In general, financial aid will not be affected. However, some institutional scholarships and grants may be adjusted accordingly. For more details, please contact the Office of Financial Aid via email at finaid@cau.edu.

Q10.) Can I continue my Federal Work Study assignment?

A10.) Federal Work Study Students should not report to work and are not eligible to telework; however, you will continue to be paid for your normally scheduled hours. Additional information will be forthcoming from the Office of Financial Aid via email.

