Q1.) Will my tuition be refunded or discounted for the remainder of the spring semester?
A1.) Our goal is to ensure that instruction continues throughout the semester. In that case, as long as instruction continues, tuition and course related fees will not be refunded. Non-course related fees will be refunded on a prorated basis.

Q2) What about room and board costs?
A2.) Room and board costs will be pro-rated for the remainder of the spring semester for all students leaving campus and completely vacating their housing. Additional information on calculating credits will be forthcoming.

Q3.) Can I still make payments towards my tuition balance?
A3.) 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 with credit card

Q4.) Will I receive a refund if my non-course related fees and room and board charges are prorated?
A4.) Once these charges are prorated on student accounts, students will be issued credits. If students have zero balances on their accounts before the credit is applied, they will receive a refund. If the student still has an outstanding balance, the credit will be applied to the balance first and if there is a credit remaining after the balance has been satisfied, the student will receive the remaining credit in the form of a refund.

Q5.) How will my refund be disbursed if I am receiving one?
A5.) 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 BankMobile Vibe account or deposited to their personal checking account. For students who have not set up their preferences, they will need to set up their preferences by visiting https://bankmobilevibe.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.

Q6.) Will moving from in-person classes to virtual instruction (online) impact my financial aid?
A6.) 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.

Q7.) Can I continue my Federal Work Study assignment?
A7.) 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.