

March 16, 2020

TO: MSU on-campus residents

FROM: Vennie Gore, MSU Vice President for Auxiliary Enterprises

SUBJECT: On-campus housing check-out process and credits

Dear Spartan residents:

I want to first say, thank you – thank you for your flexibility, understanding and patience as we continue to navigate these unprecedented times.

As we work to minimize the spread of the novel coronavirus, it remains that social distancing is the best way to accomplish this. MSU continues to strongly urge all Spartans to return to their permanent residence if they are able to do so. That sentiment was echoed again in Saturday's letter to campus from MSU President Samuel L. Stanley Jr., M.D. We understand home means different things to different Spartans; if you are not able to leave or MSU is your permanent home, you continue to be welcome. We are here, open and ready to serve our Spartan community.

There are a few updates I want to share with you as it relates to on-campus housing.

Room and board credits

Since Saturday's update from President Stanley, many have inquired about next steps for checking out of their on-campus housing as the university extends virtual instruction through the remainder of the semester. We appreciate your patience as the university worked diligently to come up with a solution that balances our ongoing fixed costs and our need to remain open for those who choose to stay.

Residential and Hospitality Services will be offering on-campus students, including those in on-campus apartments, who have checked out by 5 p.m. April 12, a credit of \$1,120. Students will have three options to receive the funds, including:

- A credit toward next fall's on-campus housing and dining costs.
- A credit toward next fall's off-campus dining plan.
- A direct deposit in the amount of \$1,120, less any outstanding balance with the university (if a balance exists). You must be signed up for direct deposit in StuInfo. Please do this before the end of March if you have not already. This is the quickest way to receive your refund. Absent direct deposit, a check will be mailed and delays may occur.

For our Spartans who receive Federal financial aid, it is strongly encouraged you contact [MSU Financial Aid](#) to see how this credit may impact your financial aid determination. You are responsible for investigating and understanding the potential impact.

Students who receive institutional funds for their room and board – including student-athletes, Spartan Advantage students, Alumni Distinguished Scholars, Residential Advisers, Intercultural Aids and others – will not be eligible for this credit.

Check-out process

Tomorrow, our Housing Assignments Office will send you a mandatory spring housing intent form to determine whether you will be staying on campus or checking out. This survey must be completed by 11:59 p.m. March 20.

In the days following that survey, Spartans checking out of their on-campus housing will be asked to select a move-out date and time between April 2-12. At your designated checkout time, you will check out at your respective service desk. Parking will be free, and green carts will be available to help you move your belongings.

If you are checking out for the semester, here are a few reminders for you during the checkout process:

- Do a final walk through of your room to ensure you don't forget anything.
- Turn in your keys to the service desk.
- Grab any remaining packages at the service desk.
- Set up mail forwarding in your My Housing account.

For those who have already left the on-campus housing, MSU Live On will send more detail on how to complete the checkout process. Please complete our survey and indicate your departure. We appreciate your patience and understanding as we work through new processes and details as quickly as possible. For those who truly cannot return to campus to collect belongings, we are looking into services to assist you and will be in contact as soon as we can. If you have questions about housing and dining, please email liveon@msu.edu.

Please know that you are the best part of this university. And while your on-campus experience may have been shorter this year, we hope to see you back soon. Like President Stanley, I am continually amazed by the will of our Spartan community. There has been no shortage of support for one another, patience as we navigate this difficult time and perseverance to keep our university running.

While you are making plans during these next few days, I urge you to continue following our website msu.edu/coronavirus for the latest information and, if you have any questions, call our toll-free coronavirus hotline: 888-353-1294.