

Dear Peabody Residential Students,

Thank you again for your important efforts to leave on-campus housing this month as part of our efforts to reduce the spread of the COVID-19 virus. Drastically lowering the number of people on campus is essential to slowing the rate of transmission and has provided us with additional flexibility to meet the unpredictable needs related to this crisis. This difficult move has prompted many questions from students and families, and we can now offer details about two of the biggest areas of concern: credits for housing and dining costs and the status of belongings students left behind in their on-campus residences.

### **Housing and Dining Credits**

A credit is being applied to your student account for pro-rated room charges and the unused portion of your spring meal plan, *if applicable*. If you owe a balance, the credit will reduce the amount you owe, otherwise the credit will be refunded to you.

Students who are eligible for a refund have the following options:

- 1) *Refund* - A refund will be issued to you according to the Bank Mobile preferences you selected in SIS within the next 7 -10 business days. If you have not already set your refund preferences, please review the [instructions](#) and make your selection as soon as possible in order to expedite your refund. If you are receiving need-based financial aid, the refund **will not impact your financial aid awards**.
- 2) *Request to have the credit remain on your account and applied toward next semester* – Federal regulation does not allow us to carry over Title IV refunds. However, if you are not a federal financial aid recipient and wish to have the credit remain on your student account and applied towards the next semester, please email [business@peabody.jhu.edu](mailto:business@peabody.jhu.edu) with your request.
- 3) *Reduce your student loan* – If you have a student or parent loan processed through the financial aid office and wish to use the credit to reduce or eliminate your spring semester loan, please email [peabodyfinaid@jhu.edu](mailto:peabodyfinaid@jhu.edu) to let us know which loan and how much of the refund you want applied to the spring total.

Unless we hear from you by April 1st, we will process your refund according to option #1.

We know that many of you have financial concerns related to the transition to off campus living and online learning environment and hope the refund will help your family with any related expenses during this difficult time. If you need additional assistance, the Financial Aid Office is here to answer questions about changes you may be experiencing with your financial circumstances and can help you seek any additional aid for which you may be eligible. All requests for additional aid are assessed on a case by case basis and prioritized according to financial need.

If you have financial aid questions, or need additional assistance, you can call 667-208-6590 or

e-mail ([peabodyfinaid@jhu.edu](mailto:peabodyfinaid@jhu.edu)) with the Financial Aid Office between the hours of 9:00 am and 4:00 pm Monday-Friday.

For any specific housing or dining questions, please email [peabodystudentaffairs@jhu.edu](mailto:peabodystudentaffairs@jhu.edu).

For questions on your student account, please email [business@peabody.jhu.edu](mailto:business@peabody.jhu.edu).

### **Student Belongings**

In the last week, we have heard from students and families about concerns related to packing and storing students' belongings until public health guidance allows for their retrieval. Please know we take these concerns seriously and weigh them carefully against our need to manage a range of challenging circumstances, including uncertainty around the duration of this crisis as well as evolving guidelines from public health officials. **With these factors in mind, we have decided to pause our approach to pack and store belongings for all students, and will now only pack and store students' belongings if and when the university may need those spaces in support of the public health response.** For now, if your space is not needed, your belongings will remain in place until further notice. If your space is needed, we will communicate with you directly. In the meantime, we will continue to uphold the health and safety of our residence halls by monitoring room conditions and continuing routine housekeeping and maintenance operations. We thank you for your continued patience and cooperation.

Until we can all be together again, be well and stay safe!

Peabody Student Affairs

Peabody Financial Aid

Peabody Business Office