

Frequently Asked Questions Concerning the Issuance of Spring 2020 Campus-Based Fee Refunds

(Dated March 11, 2022)

***Introduction:** In response to public health orders, in March 2020, the University of California transitioned to remote instruction and remote delivery of certain services. In June 2020, the University undertook a complex and comprehensive process to determine whether a portion of certain campus-based fees paid for the spring 2020 term should be refunded. The detailed process has recently concluded. While the analysis and results vary by campus, the process revealed that many campus-based fees were directed to long-term, ongoing expenditures and to services that were provided remotely, resulting in relatively modest refund amounts. Refunds will be issued to students in the weeks to come. These FAQs are meant to assist in answering questions we anticipate arising from the results of the process.*

What prompted the creation of the Guiding Principles and Campus-Based Fee Refund Process?

Due to the shift to remote instruction necessitated by public health orders in March 2020, President Napolitano issued a [letter on June 29, 2020](#) in which she explained that, despite campus efforts to provide remote support and services, there was no appropriate or effective substitute for certain services or benefits supported by campus-based fees. Given the significant modifications and their impact, President Napolitano directed the campuses to analyze their spring 2020 campus-based fees and, where appropriate and feasible, issue refunds or their equivalents, consistent with a set of [Guiding Principles](#) set forth by the UC Office of the President.

What was the precise process for determining the amounts, if any, paid to students?

The process is detailed in the [Guiding Principles](#) set forth in President Napolitano's June 29, 2020 letter.

When did the process begin? What did it entail? When did it end?

The complex and comprehensive analysis began promptly after President Napolitano's June 29, 2020 letter. With the aid of outside accountants, staff at all ten campuses carefully analyzed more than 174 separate campus-based fees and determined whether refunds should be issued to students, and, if so, the appropriate refund amount. Campuses completed the accounting processes in fall 2021 or winter 2022, and refunds are now in the process of being issued at each campus.

What have campuses been doing since completing the accounting process?

Since completing the accounting process, campuses have been evaluating and coordinating the mechanics of issuing refunds by, for example, determining whether payments could be issued as a credit on a student's account through electronic means or paper checks.

Are students receiving the same refund amount?

There are differences in the amounts being refunded at different campuses and among different groups of students within campuses.

Why are there differences across the campuses?

Campus-based fees vary by campus and spring 2020 expenditures varied by campus as well. The comprehensive forensic accounting, applying the Guiding Principles, took into account these differences, which resulted in different refund amounts at different campuses and among different groups of students within campuses.

Now that the accounting process has been completed and the campuses have decided upon refund mechanisms, when and how can I expect any refund?

The process may vary somewhat from campus to campus; however, as a general rule, those students entitled to a refund who were enrolled in spring 2020 and still have active student accounts will receive their refunds in the form of a credit to those accounts, and all others will be sent a payment electronically or in the form of a paper check. We expect the refunds will be issued in the coming weeks.

Why aren't there refunds for terms after spring 2020?

President Napolitano's June 2020 letter was limited to campus-based fees assessed for spring 2020. While students received notice of remote instruction and services in advance of the spring 2020 quarter, in subsequent terms, students received additional notice that UC would not be reducing any of its fees. Students who enrolled in those circumstances were aware and thus understood there would not be refunds of campus-based fees for terms after spring 2020.