April 2, 2020

Dear Woodbury Campus Community,

During these uncertain times, we would like to thank you for your cooperation and response to the COVID-19 pandemic. Directives from our local, state, and federal authorities are ever-changing, and we continuously aim to align Woodbury's response with that of their direction. As such, California, Los Angeles County, and the City of Los Angeles, along with various other surrounding cities, issued Stay at Home & Safer at Home emergency orders. Since then, our University has worked tirelessly to ensure we continue to provide support for students by ensuring our staff and faculty continue working remotely. This was a giant task, and we would like to thank our IT department for their swift action and assistance, as well as our faculty and students for their understanding, agility and efforts during this transition. Our community members have displayed exceptional levels of altruism, compassion, understanding, determination, and patience. The COVID-19 pandemic has provided an excellent opportunity for our community members to showcase our institution's values and spirit. Again, I thank you for your efforts and look forward to transitioning back as soon as we are allowed.

Woodbury is aware of our students' concerns regarding refunds. We have listened to your message where you have "respectfully asked for our tuition that we paid for during the Spring 2020 semester at Woodbury University to be reimbursed back to us." Students have asked that they be reimbursed for Lab/tech fees, High Budget School Events, Graduation Fees, Campus Life, ASWU undergraduate fees, Room and Board, Meal Plans, Health Insurance, and parking passes.

The University continues to provide these services while classes have transitioned to virtual learning. Virtual learning utilizes our computers in the labs through remote access. These services are essential to continue to provide virtual learning and will continue to require our personnel's assistance. Campus life fees will continue to be utilized during the pandemic so that once we return to on-campus learning, these services will be utilized. ASWU continues to be an integral part of University operations. Health Insurance is still offered, although you may not be on campus. Our campus nurse continues to provide crucial telecare work to our student body.

After careful consideration and much discussion, we are announcing that we will be providing pro-rated reimbursements for room and board and parking fees. The Business Office is working this monumental task and will have everything completed within the next couple of weeks. See attached FAQ for additional details.

Sincerely,

David Steele-Figueroa, Ph.D.
President
FAQ- Frequently Asked Questions

1. What type of refund is being issued?

Woodbury University will be issuing pro-rated refunds for housing and dining, as well as parking fees. This is based on the average balance of unused meals, nights not spent in the dorm costs already incurred for running a residence life program; and unexpected, Covid19-related costs now being absorbed by the University. It is our sincerest hope that the decision to provide a partial refund will be viewed as our commitment to share the financial burden with you.

We will not be issuing refunds for tuition and fees due to our movement to the online learning platform.

2. When can I expect my refund?

The Housing and Business Office estimate having refunds available by the end of April 2020.

3. Will all students receive a refund?

No. Only students who paid for parking or resided in the residence halls. Any student, who received a housing grant, is not eligible for a housing refund.

4. How will my refund be processed?

Refund checks will be issued and mailed to your current mailing address on file as long as your financial obligations with the University are met. Please take this opportunity to visit https://selfservice.woodbury.edu/ to review and update your emergency contact and mailing address via our self-service option.

5. What about my work-study assignment and funding?

You will continue to receive your work-study funding; please contact your supervisor for additional guidance on work duties and tasks.