

From: [Strawser, Jerry R](#)
To: [Joe Pettibon \(jpp2@tamu.edu\)](#)
Cc: [McCall, John](#)
Subject: FW: Questions on tuition
Date: Monday, March 16, 2020 5:56:15 PM
Attachments: [RE Questions on tuition.msg](#)

Joe:

These are the emails from SBS I mentioned in our 5:00 call. Perhaps you and John could work together (along with others?) to think about this.

Jerry R. Strawser | Executive Vice President and Chief Financial Officer

Texas A&M University

Jack K. Williams Administration Building, Suite 202

1181 TAMU | College Station, TX 77843-1181

Tel. +1 979.862.7777 | jstrawser@tamu.edu | Skype: jerry.strawser

From: McCall, John
Sent: Monday, March 16, 2020 11:29 AM
To: Strawser, Jerry R
Subject: Questions on tuition

Jerry,

The email below was forwarded from the president's office and I'm sure it won't be the last of this type of question/comment. However, I think this really needs to be addressed from a university standpoint because it's not an SBS decision.

Is this something you want to take up with Carol? Let me know if there's something I can do.

Thanks,

John

JOHN H. MCCALL, JR.

Associate Vice President for Finance | Controller

Texas A&M University

400 Bizzell, Suite 202

1181 TAMU

College Station, TX 77843-1181

office: 979.845.5727 | j-mccall@tamu.edu

Executive Assistant: Cheri Graalum – cgraalum@tamu.edu 979-458-3503

From: Catlin, Angela M <acatlin@tamu.edu>

Sent: Monday, March 16, 2020 11:12 AM

To: McCall, John <j-mccall@tamu.edu>; Lightfoot, Jennifer J <jlightfoot@tamu.edu>

Cc: Graalum, Cheri K <cgraalum@tamu.edu>

Subject: FW: Phone Call from

Please see the message from the President's Office below. Can someone respond to the concerned parent?

Thank you,

Angela Catlin '98 | Executive Assistant to the Vice President for Enrollment and Academic Services

Division of Enrollment & Academic Services | Texas A&M University
1248 TAMU | College Station, TX 77843-1248
Tel. 979.845.4016 | Fax. 979.845.6994 | acatlin@tamu.edu

It's Time for Texas A&M

From: Wood, Fatima E

Sent: Monday, March 16, 2020 10:56 AM

To: Catlin, Angela M <acatlin@tamu.edu>

Subject: Phone Call from

Hi, Angela,

I hope that you are well and staying healthy!

Our office received a phone call from _____, a concerned parent. _____ stated that he is disappointed in the University's response to the COVID-19 outbreak, as he has already paid for his student's tuition with the understanding that the student would attend courses in-person and not online. _____ would like to speak with someone regarding reimbursement or other

restitution for the tuition that he paid.

Could you get someone to visit with _____? His number is _____. I appreciate your help regarding this matter.

Best,

Fatima Wood | Administrative Coordinator
Office of the President | Texas A&M University
1246 TAMU | College Station, TX 77843-1246
ph: 979.845.2217 | fwood@tamu.edu

TEXAS A&M UNIVERSITY | FEARLESS on Every Front

From: [McCall, John](#)
To: [Strawser, Jerry R](#)
Subject: RE: Questions on tuition
Date: Monday, March 16, 2020 4:54:45 PM

Jerry,

Now we have received questions on the other side of that coin..."if my student was already taking online courses and paying higher tuition for them but now everyone gets to take online courses for regular tuition, do I get a discount?" Obviously these people don't get that we're dealing with an unprecedented situation and doing the best we can.

I don't mean to drop a problem in your lap but I'm thinking the university will need to take an official stance on tuition-related situations that we can communicate. Let me know how I can help.

Thank you,
John

JOHN H. MCCALL, JR.

Associate Vice President for Finance | Controller

Texas A&M University

400 Bizzell, Suite 202

1181 TAMU

College Station, TX 77843-1181

office: 979.845.5727 | j-mccall@tamu.edu

Executive Assistant: Cheri Graalum – cgralum@tamu.edu 979-458-3503

From: McCall, John
Sent: Monday, March 16, 2020 11:29 AM
To: Strawser, Jerry R <jstrawser@tamu.edu>
Subject: Questions on tuition

Jerry,

The email below was forwarded from the president's office and I'm sure it won't be the last of this type of question/comment. However, I think this really needs to be addressed from a university standpoint because it's not an SBS decision.

Is this something you want to take up with Carol? Let me know if there's something I can do.

Thanks,
John

JOHN H. MCCALL, JR.

Associate Vice President for Finance | Controller

Texas A&M University

400 Bizzell, Suite 202

1181 TAMU

College Station, TX 77843-1181

office: 979.845.5727 | j-mccall@tamu.edu

Executive Assistant: Cheri Graalum – cgraalum@tamu.edu 979-458-3503

From: Catlin, Angela M <acatlin@tamu.edu>

Sent: Monday, March 16, 2020 11:12 AM

To: McCall, John <j-mccall@tamu.edu>; Lightfoot, Jennifer J <jlightfoot@tamu.edu>

Cc: Graalum, Cheri K <cgraalum@tamu.edu>

Subject: FW: Phone Call from

Please see the message from the President's Office below. Can someone respond to the concerned parent?

Thank you,

Angela Catlin '98 | Executive Assistant to the Vice President for Enrollment and Academic Services

Division of Enrollment & Academic Services | Texas A&M University

1248 TAMU | College Station, TX 77843-1248

Tel. 979.845.4016 | Fax. 979.845.6994 | acatlin@tamu.edu

It's Time for Texas A&M

From: Wood, Fatima E

Sent: Monday, March 16, 2020 10:56 AM

To: Catlin, Angela M <acatlin@tamu.edu>

Subject: Phone Call from

Hi, Angela,

I hope that you are well and staying healthy!

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Could you get someone to visit with _____? His number is _____. I appreciate your help regarding this matter.

Best,
Fatima Wood | Administrative Coordinator
Office of the President | Texas A&M University
1246 TAMU | College Station, TX 77843-1246
ph: 979.845.2217 | fwood@tamu.edu

TEXAS A&M UNIVERSITY | FEARLESS on Every Front

From: [Strawser, Jerry R](#)
To: [Ralph Davila](#); [Hadley, Valerie A](#)
Subject: Fwd: DRAFT Documents
Date: Wednesday, March 18, 2020 7:18:07 PM
Attachments: [Refunds & Aid for Students FAQs - DRAFT.docx](#)
[ATT00001.htm](#)
[DRAFT - Campus Buildings.docx](#)
[ATT00002.htm](#)

Would appreciate your thoughts on the building close document, particularly the dining paragraph/section.

Jerry Strawser
+1 979.862.7777
jstrawser@tamu.edu

Sent from my iPad

Begin forwarded message:

From: Joseph P Pettibon II
Date: March 18, 2020 at 5:41:09 PM CDT
To: "Young, Michael K" , "Fierke, Carol A" , "Strawser, Jerry R" , "Pugh Sr, Daniel J" , "C.J. Woods" , "Smith, Amy B" , "Meyer, Christopher M" , "Stephenson, Michael T."
Subject: DRAFT Documents

Attached are two draft documents for consideration on how we use to help inform communications moving forward. The first is a draft relating to questions we are getting on refunds and emergency aid. The second is a draft regarding building operations and student study spaces, labs, dining.

Thanks,

Joe

Joseph P Pettibon II | Vice President for Enrollment & Academic Services
Division of Enrollment & Academic Services | Texas A&M University
1248 TAMU | College Station, TX 77843-1248
Tel. 979.845.4016 | Fax. 979.845.6994 | jpp2@tamu.edu

It's Time for Texas A&M

Recommendation on Building Operations

On-Campus Buildings

It is recommended that colleges and departments be given the option to keep their buildings locked (closed) to all but employees, including student employees, with the following caveats:

- All offices in the building must have virtual services available and information published for conducting business with that office.
- All buildings with an open access lab or study space that is made available to students must remain open (see below), but individual offices may be locked (closed).
- All buildings hosting a class that has been approved for in-person meetings that have been granted an exception and meet the less than 10 student threshold with social distancing parameters must remain open on the days that class is scheduled.
- Please have a site (phone, text, or email where someone is watching) for emergency contacts. We are moving to limit face to face interactions but there may still be a need for occasional in person interventions. In many cases, it will be useful to have one person in the building during normal work hours to deal with any emergencies while as many of the remaining employees work from home.

Open Access Labs

Specific computer labs are being made available for students without appropriate internet access to utilize for their online classes. The number of students in these labs at one time will be limited and social distancing will be maintained. If needed, we will adjust hours and/or add locations. These labs will be constantly cleaned and a porter available will open to clean key boards, chairs, etc., as a student leaves their computer spot. These rooms are:

- SCC 4.102 – main floor (Building 468)
- SCC 4.200 – main floor (Building 468)
- BLCC – Room 125 – main floor (Building 1511)
- Blocker Rm 130, 125 (Building 524)
- AGLS 111A, 111BC (Building 1535)

On-Campus Dining Facilities

It is anticipated that many students will not be returning to campus and therefore limited dining facilities will be made available. Some locations may be closed, but the primary locations shown below will be open and have cleaning services on hand; this is only a partial listing (the most current list of available locations for dining services is available on the dining [website](#)). The number of students allowed in the facility at one time will be limited and we will have take out options available.

- Commons
- Underground at Sbis
- Memorial Student Center
- White Creek Community Center

On-Campus Study Areas

Recognizing that students on-campus may need a study space, a small number of areas will be designated as quiet zones with on-premise cleaning services. All other spaces on campus will be closed

Recommendation on Building Operations

including the Medical Sciences Library and most of the Evans Library. The spaces below will be available. The number of students in these areas at one time will be limited and social distancing will be maintained. If needed, we will increase the hours that the areas are open. These areas will be constantly cleaned and a porter available to clean chairs, tables, etc., as students leave the area.

- Commons
- Memorial Student Center (including segmented ballrooms)
- Evans Library (1st Floor only)
- White Creek Community Center

From: [Strawser, Jerry R](#)
To: [Daniel T Layzell](#); [Kelli Shomaker](#); [Chris Alan McCoy](#); [dzant@finance.msstate.edu](#); [rnesbit@uga.edu](#); [lsparks@olemiss.edu](#); [mfajack@fa.ua.edu](#); [curtrey@ufl.edu](#); [emonday@uky.edu](#); [brett.sweet@vanderbilt.edu](#); [GiblerR@missouri.edu](#); [cimino@utk.edu](#); [James Neil Shore](#)
Cc: [WALTON, ED](#); [DAVENPORT, STACIE](#); [EPTING, KELLY](#); [SOBIERALSKI, JOE](#); [Tyler Kearney](#)
Subject: RE: COVID-19 Inquiry
Date: Monday, March 30, 2020 1:09:40 PM

We are prorating refunds for dining, housing, and parking.

No refunds for tuition and fees. The one concession is that we have waived all "distance education" fees for online courses necessitated by COVID-19.

No pay premium for those working on campus vs. not. One issue we encountered was child care for some of our employees caused by local school district closures. We are using emergency leave for up to 10 days, though I suspect it will be need to be increased.

Jerry R. Strawser | Executive Vice President and Chief Financial Officer

Texas A&M University

Jack K. Williams Administration Building, Suite 202

1181 TAMU | College Station, TX 77843-1181

Tel. +1 979.862.7777 | jstrawser@tamu.edu | Skype: jerry.strawser

From: Daniel T Layzell

Sent: Monday, March 30, 2020 1:01 PM

To: Kelli Shomaker ; Chris Alan McCoy ; [dzant@finance.msstate.edu](#); [rnesbit@uga.edu](#); [lsparks@olemiss.edu](#); Strawser, Jerry R ; [mfajack@fa.ua.edu](#); [curtrey@ufl.edu](#); [emonday@uky.edu](#); [brett.sweet@vanderbilt.edu](#); [GiblerR@missouri.edu](#); [cimino@utk.edu](#); James Neil Shore

Cc: WALTON, ED ; DAVENPORT, STACIE ; EPTING, KELLY ; SOBIERALSKI, JOE ; Tyler Kearney

Subject: Re: COVID-19 Inquiry

Thanks Kelli

Dan Layzell

Executive Vice President & CFO

Louisiana State University

From: Kelli Shomaker <kelli.shomaker@auburn.edu>

Date: Monday, March 30, 2020 at 1:00 PM

To: Dan Layzell <dlayzell@lsu.edu>, Chris Alan McCoy <cam@uark.edu>, "dzant@finance.msstate.edu" <dzant@finance.msstate.edu>, "rnesbit@uga.edu" <rnesbit@uga.edu>, Larry Sparks <lsparks@olemiss.edu>, "STRAWSER, JERRY R" <jstrawser@tamu.edu>, "mfajack@fa.ua.edu" <mfajack@fa.ua.edu>, "curtrey@ufl.edu" <curtrey@ufl.edu>, Eric Monday <emonday@uky.edu>, "brett.sweet@vanderbilt.edu" <brett.sweet@vanderbilt.edu>, "GiblerR@missouri.edu" <GiblerR@missouri.edu>, "cimino@utk.edu" <cimino@utk.edu>, James Neil Shore <jshore@uga.edu>

Cc: "WALTON, ED" <WALTONE@mailbox.sc.edu>, "DAVENPORT, STACIE" <SSD@mailbox.sc.edu>, "EPTING, KELLY" <EPTINGK@mailbox.sc.edu>, "SOBIERALSKI, JOE" <SOBIERAL@mailbox.sc.edu>, Tyler Kearney <tkearney@lsu.edu>

Subject: RE: COVID-19 Inquiry

We are prorating refunds of dining and housing only at this time, based upon days since we closed the dorms. Just as you are receiving a few emails from students and parents we are not refunding

any portion of tuition or student fees.

We remain in full operations with those that can work from home doing so. All employees and student workers are being paid thru May 9. We continue to evaluate campus operations every day and when an external circumstance presents itself will most likely move to "incident required" personnel on campus which would require 1.5 times pay as well.

Kelli D. Shomaker, CPA

Vice President for Business & Finance/CFO

Auburn University

107 Samford Hall

Auburn, AL 36849

334-844-5588

Kelli.shomaker@auburn.edu

From: Daniel T Layzell <dlayzell@lsu.edu>

Sent: Monday, March 30, 2020 12:06 PM

To: Chris Alan McCoy <cam@uark.edu>; dzant@finance.msstate.edu; rnesbit@uga.edu; lparks@olemiss.edu; Kelli Shomaker <kelli.shomaker@auburn.edu>; STRAWSER, JERRY R <jstrawser@tamu.edu>; mfajack@fa.ua.edu; curtrey@ufl.edu; emonday@uky.edu; brett.sweet@vanderbilt.edu; GiblerR@missouri.edu; cimino@utk.edu; James Neil Shore <jshore@uga.edu>

Cc: WALTON, ED <WALTON@mailbox.sc.edu>; DAVENPORT, STACIE <SSD@mailbox.sc.edu>; EPTING, KELLY <EPTINGK@mailbox.sc.edu>; SOBIERALSKI, JOE <SOBIERAL@mailbox.sc.edu>; Tyler Kearney <tkearney@lsu.edu>

Subject: COVID-19 Inquiry

Colleagues:

I hope you and your families are safe and healthy in the midst of the current situation. I am writing to see if your institutions have made any determinations yet as to tuition and mandatory fee refunds for the Spring semester as a result of operational changes (e.g., moving to 100% online) and/or facility closures due to COVID-19, and if so, what decisions and guidelines you have adopted? LSU followed existing campus policies with regard to housing and dining refunds, but has not yet made a final determination regarding tuition or other fees, though we are obviously getting inquiries from parents and students (as I am sure you are all experiencing).

Thanks in advance for any information you can provide.

Regards,

Dan

Dan Layzell

Executive Vice President & CFO

Louisiana State University

From: [Strawser, Jerry R](#)
To: [Joseph P Pettibon II](#); [Fierke, Carol A](#); [Smith, Amy B](#); [Pugh Sr, Daniel J](#); [C.J. Woods](#); [Meyer, Christopher M](#); [Stephenson, Michael T](#)
Subject: RE: DRAFT Documents
Date: Thursday, March 19, 2020 2:36:18 PM

Agree.

Jerry R. Strawser | Executive Vice President and Chief Financial Officer

Texas A&M University

Jack K. Williams Administration Building, Suite 202

1181 TAMU | College Station, TX 77843-1181

Tel. +1 979.862.7777 | jstrawser@tamu.edu | Skype: jerry.strawser

From: Joseph P Pettibon II

Sent: Thursday, March 19, 2020 2:24 PM

To: Fierke, Carol A ; Smith, Amy B ; Strawser, Jerry R ; Pugh Sr, Daniel J ; C.J. Woods ; Meyer, Christopher M ; Stephenson, Michael T.

Subject: RE: DRAFT Documents

I'm good with that.

From: Fierke, Carol A

Sent: Thursday, March 19, 2020 2:23 PM

To: Joseph P Pettibon II <jpp2@tamu.edu>; Smith, Amy B <amy.b.smith@tamu.edu>; Strawser, Jerry R <jstrawser@tamu.edu>; Pugh Sr, Daniel J <djpughsr@vpsa.tamu.edu>; C.J. Woods <cjwoods@tamu.edu>; Meyer, Christopher M <c-m-meyer@tamu.edu>; Stephenson, Michael T. <mstephenson@tamu.edu>

Subject: Re: DRAFT Documents

Joe,

My recommendation would be to wait until tomorrow with the hope that the System will make a decision. If this is shared internally beyond this group it will get out.

Other recommendations are welcome! Thanks, Carol

From: Joseph P Pettibon II <jpp2@tamu.edu>

Date: Thursday, March 19, 2020 at 2:21 PM

To: "Smith, Amy B" <amy.b.smith@tamu.edu>, "Fierke, Carol A" <cafierke@tamu.edu>, Jerry Strawser <jstrawser@tamu.edu>, "Pugh Sr, Daniel J" <djpughsr@vpsa.tamu.edu>, "C.J. Woods" <cjwoods@tamu.edu>, "Meyer, Christopher M" <c-m-meyer@tamu.edu>, "Stephenson, Michael T." <mstephenson@tamu.edu>

Subject: RE: DRAFT Documents

From: Smith, Amy B

Sent: Wednesday, March 18, 2020 10:19 PM

To: Joseph P Pettibon II <jpp2@tamu.edu>; Fierke, Carol A <cafierke@tamu.edu>; Strawser, Jerry R <jstrawser@tamu.edu>; Pugh Sr, Daniel J <djpughsr@vpsa.tamu.edu>; C.J. Woods <cjwoods@tamu.edu>; Meyer, Christopher M <c-m-meyer@tamu.edu>; Stephenson, Michael T.

<mstephenson@tamu.edu>

Subject: RE: DRAFT Documents

FROM

From: Joseph P Pettibon II

Sent: Wednesday, March 18, 2020 5:41 PM

To: Young, Michael K <mkyoung@tamu.edu>; Fierke, Carol A <cafierke@tamu.edu>; Strawser, Jerry R <jstrawser@tamu.edu>; Pugh Sr, Daniel J <djpughsr@vpsa.tamu.edu>; C.J. Woods <cjwoods@tamu.edu>; Smith, Amy B <amy.b.smith@tamu.edu>; Meyer, Christopher M <c-m-meyer@tamu.edu>; Stephenson, Michael T. <mstephenson@tamu.edu>

Subject: DRAFT Documents

Attached are two draft documents for consideration on how we use to help inform communications moving forward. The first is a draft relating to questions we are getting on refunds and emergency aid. The second is a draft regarding building operations and student study spaces, labs, dining.

Thanks,

Joe

Joseph P Pettibon II | Vice President for Enrollment & Academic Services

Division of Enrollment & Academic Services | Texas A&M University

1248 TAMU | College Station, TX 77843-1248

Tel. 979.845.4016 | Fax. 979.845.6994 | jpp2@tamu.edu

It's Time for Texas A&M

From: [Strawser, Jerry R](#)
To: [Joseph P Pettibon II](#)
Subject: RE: DRAFT FAQ
Date: Wednesday, March 18, 2020 12:24:22 PM
Attachments: [Refunds Aid for Students FAQs - DRAFT \(JStrawser Comments\).docx](#)

Jerry R. Strawser | Executive Vice President and Chief Financial Officer

Texas A&M University

Jack K. Williams Administration Building, Suite 202

1181 TAMU | College Station, TX 77843-1181

Tel. +1 979.862.7777 | jstrawser@tamu.edu | Skype: jerry.strawser

From: Joseph P Pettibon II

Sent: Wednesday, March 18, 2020 11:56 AM

To: Strawser, Jerry R ; Pugh Sr, Daniel J ; Reber, Thomas W ; Falks, Delisa F ; McCall, John ; Wright, Deborah G ; Hanks, Cheryl L ; Lightfoot, Jennifer J

Subject: DRAFT FAQ

Attached is a draft FAQ on refunds and aids. Please edit with track changes and return as soon as possible today.

Joe

Joseph P Pettibon II | Vice President for Enrollment & Academic Services

Division of Enrollment & Academic Services | Texas A&M University

1248 TAMU | College Station, TX 77843-1248

Tel. 979.845.4016 | Fax. 979.845.6994 | jpp2@tamu.edu

It's Time for Texas A&M

From: [Strawser, Jerry R](#)
To: [Pugh Sr, Daniel J](#)
Cc: [Hudson, Holly S](#); [Fierke, Carol A](#); [Michael Benedik](#); [Ann Kenimer](#); [Joseph P Pettibon II](#); [Reber Anne M](#); [Reber, Thomas W](#)
Subject: Re: questions for Italy return
Date: Saturday, February 29, 2020 4:38:56 PM

Danny

I can check with Greg Stafford at hotel to see if we can block a small number of rooms, if possible and needed. Let me know once we have some idea as to numbers.

Jerry Strawser
+1 979.862.7777
jstrawser@tamu.edu

Sent from my iPad

On Feb 29, 2020, at 4:29 PM, Pugh Sr, Daniel J wrote:

Holly —

Bringing in Anne Reber and Tom Reber on the thread.

A couple of quick items:

1. We will need names, ID numbers and cell numbers (preferable) on all returning students so we can ensure one of our medical staff has daily contact with the returning students during their self-isolation period. I also want to have our SAS team on point to assist, as needed, with transitions.
2. For those unable to return to their homes, we will need our teams to coordinate. I believe the goal is for many as possible to return to their homes and not campus. We (Student Affairs) will begin working to identify rental properties where these students could live during the required self-isolation period. Once the two weeks has passed (for those at home or locally off-campus), we can place them in an on-campus residence. Keep in mind that next week here in College Station is spring break and most of campus will be vacant and most students will be leaving as well.
3. For those that are self-isolated here, we are going to have to put together a group to make certain we are getting them food and other necessities during their self-isolation period.

Again, having Tom and Anne part of this will be critical. Please pull in whom you need as well.

Sorry for anything missed ... typing on my phone.

Danny

Daniel J. Pugh, Sr., Ph.D.
Vice President for Student Affairs
Texas A&M University

Sent from my iPhone

On Feb 29, 2020, at 3:50 PM, Hudson, Holly S wrote:

I apologize for all the emails but we are getting several questions and I want to be sure that we are answering correctly.

Many students in Rome have left for their spring break which officially starts Monday. They are not due back in Rome until March 8th. They are all over Europe. Do we need to make them return immediately, or once they are back from their break.

The other group had some extended travel planned for the next weekend. This complicates things. For example, some parents are scheduled to fly over to visit them in Europe beginning next week.

Below is a question from one student. I have received a couple of these types of inquiries. How should we advise in these situations? Must the students return immediately regardless of their travel plans outside of Italy?

Thank you for your continued guidance as we navigate this process.

Best,

Holly

My name is _____, I am in Italy. I wanted to know if it was possible to meet my parents in France next Saturday. I will get a flight leaving tomorrow to Paris spend the week there and meet my family and fly back with them on Wednesday to Houston. I am curious if there would be any consequences or actions I would need to make. Thank you for your time and help in advance.

Holly Hudson, Ed.D. [she, her, hers]

Executive Director

Education Abroad | Texas A&M University

Pavilion 1st Floor | 3262 TAMU | College Station, TX 77843-3262

ph: +1 979.845.0544 | abroad.tamu.edu | hhudson@tamu.edu

TEXAS A&M UNIVERSITY | Stand Out, Go Abroad

From: Fierke, Carol A

Sent: Saturday, February 29, 2020 3:00 PM

To: Hudson, Holly S

Cc: Pugh Sr, Daniel J ; Strawser, Jerry R ; Michael Benedik ; Ann Kenimer ;

Joseph P Pettibon II

Subject: Re: questions for Italy return

1. We want the students to return home for their quarantine rather than to campus. If they are unable to return home for some reason, please let Danny and me know and we will work to find alternate housing arrangements.
2. We want the students to fly to the airport closest to their home town. I think that we could pay for transportation (not a long cab ride?) to their home. I think that it should be the students responsibility to get back to campus for the rest of their classes (although I am willing to discuss further).
3. Danny has indicated that we would likely be able to provide housing for the students.
4. I do not know enough about what is included in the study abroad fee to answer this question by myself. We are committed to completing the programs in the US so I think that they should pay for the tuition. If we provide housing in College Station for the rest of the semester, I think they should also pay for this. We can talk about how to handle food – possibly pro-rate it based on the amount of time they were in Italy. I would suggest getting a group together to look at the study abroad costs and the costs of finishing the semester here and provide a fair assessment. I think that Joe Pettibon, Ann Kenimer, Michael Benedik and someone from Student Services can work with Engineering and Architecture to answer this question.

Thank you for all of the efforts of you and your team to help our students during this disruption in their studies.

Thanks, Carol

From: "Hudson, Holly S" <hhudson@tamu.edu>

Date: Saturday, February 29, 2020 at 2:49 PM

To: "Fierke, Carol A" <cafierke@tamu.edu>

Subject: FW: questions for Italy return

Holly Hudson, Ed.D. [she, her, hers]

Executive Director

Education Abroad | Texas A&M University

Pavilion 1st Floor | 3262 TAMU | College Station, TX 77843-3262

ph: +1 979.845.0544 | abroad.tamu.edu | hhudson@tamu.edu

TEXAS A&M UNIVERSITY | Stand Out, Go Abroad

From: Hudson, Holly S

Sent: Saturday, February 29, 2020 2:44 PM

To: Office of the Provost <provost@tamu.edu>

Subject: questions for Italy return

Importance: High

Dr. Fierke,

We have a few questions that we need some assistance answering.

- Do we need to arrange transportation for the students from the airport back to College Station?
- Should we return the students to College Station and put them all in the apartments at the Garden or give them the option to return home? Dr. Weichold and Dr. Feigenbaum both think that having them at the Garden allows us to offer more assistance and oversight of the students.
- Will the university cover the cost of housing for students for the remainder of the semester?
- Are we providing a refund to students for the total cost of their study abroad program fee?

Thank you for your guidance,

Holly

Holly Hudson, Ed.D. [she, her, hers]

Executive Director

Education Abroad | Texas A&M University

Pavilion 1st Floor | 3262 TAMU | College Station, TX 77843-3262

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TEXAS A&M UNIVERSITY | Stand Out, Go Abroad

From: [Strawser, Jerry R](#)
To: [Smith, Amy B](#); [Hadley, Valerie A](#); [Meyer, Christopher M](#)
Cc: [Davila, Ralph R](#)
Subject: RE: Refund Questions
Date: Friday, March 13, 2020 4:07:00 PM

I think this language is fine and gives us enough time to discuss options and devise a solution.

Jerry R. Strawser | Executive Vice President and Chief Financial Officer

Texas A&M University

Jack K. Williams Administration Building, Suite 202

1181 TAMU | College Station, TX 77843-1181

Tel. +1 979.862.7777 | jstrawser@tamu.edu | Skype: jerry.strawser

From: Smith, Amy B
Sent: Friday, March 13, 2020 4:00 PM
To: Hadley, Valerie A ; Strawser, Jerry R ; Meyer, Christopher M
Cc: Davila, Ralph R
Subject: RE: Refund Questions

From: Hadley, Valerie A
Sent: Friday, March 13, 2020 3:48 PM
To: Smith, Amy B <amy.b.smith@tamu.edu>; Strawser, Jerry R <jstrawser@tamu.edu>; Meyer, Christopher M <c-m-meyer@tamu.edu>
Cc: Davila, Ralph R <r-davila@exchange.tamu.edu>
Subject: Refund Questions

I know everyone is dealing with a multitude of things, but we are starting to receive numerous requests regarding meal plan refunds (they also mention housing, tuition, etc).

We are working closely with Chartwells to discuss options and impacts with regards to meal plans specifically. This information will then be submitted to Dr. Jerry Strawser for review.

My question at the moment – given there are multiple groups across the university dealing with refund requests – is there standard language we should be using while everything is being considered??

Thanks,
Valerie

Valerie

Valerie Hadley | Assistant Director – Facilities and Dining Administration
Division of Finance and Operations | **Texas A&M University**
1402 TAMU | College Station, TX 77843-1402

ph: [979.862.4573](tel:979.862.4573) | vhadley@tamu.edu

TEXAS A&M UNIVERSITY | LEAD by EXAMPLE

From: [Strawser, Jerry R](#)
To: [Fierke, Carol A](#); [Young, Michael K](#)
Subject: RE: Refunds
Date: Wednesday, March 18, 2020 12:01:15 PM

Jerry R. Strawser | Executive Vice President and Chief Financial Officer

Texas A&M University
Jack K. Williams Administration Building, Suite 202
1181 TAMU | College Station, TX 77843-1181
Tel. +1 979.862.7777 | jstrawser@tamu.edu | Skype: jerry.strawser

From: Fierke, Carol A
Sent: Wednesday, March 18, 2020 11:55 AM
To: Young, Michael K ; Strawser, Jerry R
Subject: Re: Refunds

From: "Young, Michael K" <mkyoung@tamu.edu>
Date: Wednesday, March 18, 2020 at 11:49 AM
To: "Fierke, Carol A" <cafierke@tamu.edu>, Jerry Strawser <jstrawser@tamu.edu>
Subject: Fwd: Refunds

Sent from my iPhone

Begin forwarded message:

From: President Young <PresidentYoung@tamu.edu>
Date: March 18, 2020 at 11:39:31 AM CDT
To: "C.J. Woods" <cjwoods@tamu.edu>, "Fierke, Carol A" <cafierke@tamu.edu>, "Young, Michael K" <mkyoung@tamu.edu>
Subject: FW: Refunds

From:
Sent: Tuesday, March 17, 2020 7:14 PM
To: President Young <PresidentYoung@tamu.edu>
Subject: Refunds
Howdy!

All TAMU students paying for tuition should be refunded any and all expenses that we are no longer being offered due to COVID-19 procedures. I also believe all paying students should also be offered compensation for the transfer to online courses as we are not getting the same experience as an in person course that we are currently paying for. I hope you take these concerns into consideration as most students and families work extremely hard to put themselves or their children through university and

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refunds for services no longer offered and compensation would greatly help reduce the stress of many and also lead to more students returning to A&M when all of this is over!

Thank you,

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From: [Strawser, Jerry R](#)
To:
Subject: RE: Tuition Question
Date: Monday, March 23, 2020 12:23:23 PM

Nice to hear from you and hope you are doing well.

We have discussed and the current position is that we will not provide partial tuition refunds, as we are still delivering instruction to students and allowing them to complete their classes as scheduled.

Jerry R. Strawser | Executive Vice President and Chief Financial Officer

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1181 TAMU | College Station, TX 77843-1181

Tel. +1 979.862.7777 | jstrawser@tamu.edu | Skype: jerry.strawser

From:

Sent: Monday, March 23, 2020 12:21 PM

To: Strawser, Jerry R

Subject: Tuition Question

Howdy, Processor Strawser!

I hope you're staying healthy and handling all of this well!

I know you're probably insanely busy with all of this coronavirus craziness so I don't expect a quick response at all, but I am wondering if A&M is considering partial tuition refunds since we are strictly online now? I've seen a lot of students calling for that around the US/A&M and was curious if it is something A&M is looking into.

Have a great week and stay healthy, I can't imagine how stressful this is for you guys.

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All the best,