

Subject: Re: Important COVID-19 Update to the Miami Community-Please provide prorated tuition reimbursement

From: "Miami University Parent & Family Programs" <parents@miamioh.edu>

Date: 3/11/2020, 3:43 PM

To: [REDACTED] >

CC: "president@miamioh.edu" <president@miamioh.edu>, [REDACTED]
<OneStop@miamioh.edu>

Hi [REDACTED],

Thank you for your email and your concern. The decision to move to remote instruction was made in conjunction with the Ohio Governor's office and the Ohio Department of Health ([Columbus Dispatch Article](#)) and all public Ohio schools are following the recommendation set forth by the governor at yesterday's press conference. This decision has student safety at its core and we remain committed to offering a high quality education in the best way currently available.

As of now, all residence halls and dining halls remain open so students are still able to access those services (in addition to other campus services). We know many students aren't able to leave campus quickly or easily (or at all) for various reasons, and those services need to be available.

There are no plans for proration or reimbursement of tuition or room & board, given that courses are not cancelled and residence halls and dining halls are open for use.

Please continue to check the MiamiOH.edu/coronavirus website for updates.

Best,

Mark

Director, Parent & Family Programs

On Wed, Mar 11, 2020 at 2:54 PM [REDACTED] wrote:

I am disappointed in your decision and know it is not based on sound medical facts. It's decisions like these that are hurting our economy, especially those who can least afford the negative consequences.

In light of this decision, I expect a prorated tuition refund. Please let me know when to expect this refund.

Thank you,

[REDACTED]

From: Miami University <parents@MiamiOH.edu>

Sent: Tuesday, March 10, 2020 4:33 PM

To: [REDACTED]

Subject: Important COVID-19 Update to the Miami Community

Message from President Crawford, March 10, 2020



Miami Family,

Please see below for a message that was sent to the Miami community today, Tuesday, March 10, 2020 about new coronavirus (COVID-2019).

Mark Pontious

Director of Parent & Family Programs



Dear Miami Community,

Miami University currently has no confirmed cases of the coronavirus (COVID-19). However, in light of the Governor's announcement today and the advice of the Ohio Department of Health to limit large gatherings, the University is taking a number of immediate actions to protect the health and safety of our community, which is our first priority. We recognize these measures may cause disruption to many but the risk of not acting outweighs the disruption.

One of the most effective measures to prevent the spread of the virus is to avoid large group interactions. Beginning tomorrow, March 11, 2020, Miami University's U.S. campuses are suspending all face-to-face instruction in lectures, discussion sections, seminars and other similar classroom settings. Courses will be delivered by remote instruction through at least April 12, 2020. We are evaluating laboratory, studio and performance classes and the University will provide more specific guidance later this week. Residence halls, dining halls and all campus services will remain open.

Students may choose to return to their permanent place of residence or stay on campus, where appropriate social distancing and enhanced preventative public health and hygiene measures will be actively encouraged. We urge all students to make the choice that is best for them.

Additional proactive steps include the suspension of non-essential large gatherings, including University-related social gatherings. All non-essential events planned for greater than 150 attendees are being canceled or postponed.

All University sponsored or supported international travel to a CDC Level 3 country (Italy, Iran, South Korea, and China) is being suspended for faculty, staff and students. University sponsored domestic travel will be limited to essential travel and must be approved by the divisional vice-president.

All members of the Miami community are encouraged to avoid travel to any CDC level 2 (Japan) or 3 country and to closely evaluate the risks of all personal travel (domestic, international, or cruise ship) and to change or cancel personal travel plans as appropriate.

Those employees and students who do decide to personally travel to a CDC level 2 or 3 country are required to report their travel to the University at the following email address: travel@MiamiOH.edu. They will be required to be screened by University Health Services upon return.

In addition to remote instruction, we are also reviewing opportunities for staff to work remotely and will provide more information soon.

We will continue to work closely with public health officials to monitor and evaluate the spread of the COVID-19 virus. This is a quickly evolving situation and we must all be ready to act to safeguard the health of the Miami community. The University will be continuously assessing the situation over the coming days and weeks.

We will keep everyone informed through our website miamioh.edu/coronavirus/. If you have any questions please call the University's call center at 513-529-9000 between the hours of 8:00 a.m. and 7:00 p.m. today or 8:00 a.m. to 6:00 p.m. tomorrow.

Love and Honor,

Gregory P. Crawford
President

Miami University
210 Roudebush Hall
Oxford, OH 45056
president@MiamiOH.edu



Miami University Parent & Family Programs

513-529-3436 | parents@MiamiOH.edu | MiamiOH.edu/parents

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451 E. Spring Street 110 Warfield Hall
Oxford, OH | 45056 US

This email was sent to pdaigle@kpmfs.com.
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 **nowered hv**

Subject: Re: Covid-19

From: Gregory Crawford <president@miamioh.edu>

Date: 3/11/2020, 5:18 AM

To: [REDACTED]

Dear [REDACTED],

Thank you very much for reaching out to share your thoughts; we are grateful for your note. This week, Miami University and other Ohio Public Institutions took swift action consistent with the Governor's announcements and the advice of the Ohio Department of Health. Safety is our top priority and we are acting to protect the health and safety of our community,

Thank you for understanding, and thank you again for reaching out,

On Tue, Mar 10, 2020 at 5:45 PM [REDACTED] wrote:
President Crawford:

I just want to share my disappointment in reading the announcement that class would be suspended in the face of this panic around the Covid virus. I believe it shows a lack of courage, fortitude and reliance on facts. The university has now become victim to the panic that is based on misinformation and fanned by the media...and our kids will suffer and have learned an unfortunate lesson - give in to panic and run for the hills!

If the same bar is being used to measure health threats to Miami students - why was the school not shut down to address the threat and spread of influenza? Why isn't more being done about binge drinking and other risky behaviors? The answer is that this is not purely a decision based on the health and safety of the students - it is succumbing to panic and fear of negative press.

I'm interested to see how far this will go. I am also interested to see whether there will be tuition reimbursement for the change in the quality of instruction offered to our students.

Very disappointing.

[REDACTED]

--

Miami University
210 Roudebush Hall
Oxford, OH 45056
president@MiamiOH.edu

Subject: Re: A message to Miami University parents about COVID-19

From: [REDACTED]

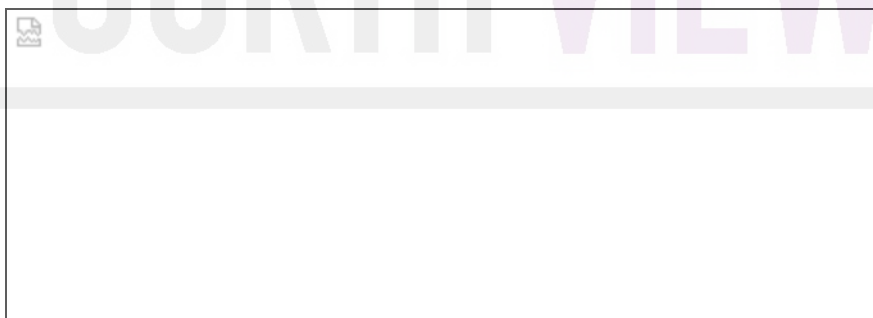
Date: 3/12/2020, 10:34 PM

To: president@miamioh.edu

I understand and appreciate the university's concerns.
What kind of tuition reimbursement will there be
For the students or parents paying for university tuition.
In actuality we are paying for online courses !
This is not acceptable and we expect some compensation!
We are paying close to \$10,000 a semester, and
Spring of 2020 1/4 of what we are paying for will be online.
Totally unacceptable! I expect compensation!
Please communicate!

Sent from my iPhone

On Mar 12, 2020, at 12:41 PM, Gregory Crawford, Miami University <president@miamioh.edu> wrote:



Dear Miami Parents and Families,

Your students are always our top concern here at Miami, both their educational advancement and their well-being. We know how difficult it is right now to be away from them as the coronavirus (COVID-19) continues to impact all of our lives in so many unexpected ways. Thank you for your trust in us.

We have had no confirmed cases of the virus on any of our campuses. On Monday, Governor DeWine reported Ohio's first confirmed coronavirus cases, and the actions we have taken this week — limiting large gatherings and moving all of our face-to-face classes to remote instruction — are on the advice of

the Ohio Department of Health and through an abundance of caution. Our deepest hope is that in taking these steps, we will keep everyone on our campuses safe from the virus and facilitate students in returning home.

Making this change in the way we teach is a learning experience for all of us, students, faculty and staff. I appreciate that our entire community is coming together quickly to figure out how best to move our educational mission forward during these times. As I hear faculty talk about the ways they are continuing their classwork, through online group projects and webinars, for example, I am heartened by their willingness to take on this challenge and find solutions.

As we all work together in our state and nation to minimize the spread of the coronavirus, our remote learning is in place so your student can be home with you and still participate in their classes without missing an assignment or a quiz. For those who have not returned home, our staff members have been extra attentive to keeping the residence and dining halls sanitized, and we are encouraging practices to reduce the risk of transmission. We will continue to deliver courses remotely through at least April 12, 2020, and are continuously evaluating whether we will extend beyond that date. Should your student return home, we encourage them to minimize their travel and not return to campus until the resumption of face-to-face instruction. So please remind them, when they depart, to take with them the essential items they may need through the end of the semester.

If the Miami student in your family has specific questions regarding one of their remote classes, encourage them to contact their faculty member teaching that class. If after doing so, they still have questions or concerns, please advise them to reach out to the chair of that department for additional guidance.

This is not how any of us envisioned the year 2020 would evolve. Yet, it brings out the strength in our communities and ourselves. If you have questions as to what is happening on our campuses, please visit our website, MiamiOH.edu/coronavirus; we are updating it frequently to keep everyone informed.

I appreciate your help and patience as we work through this quickly evolving situation together.

In Love and Honor,

Gregory P. Crawford
President

Miami University

MiamiOH.edu/coronavirus

Subject: Re: An important message to the Miami community

From: [REDACTED]

Date: 3/13/2020, 2:28 PM

To: Gregory Crawford <president@miamioh.edu>

CC: "ALLUND@listserv.miamioh.edu" <ALLUND@listserv.miamioh.edu>

Tuition reimbursement?

On Mar 13, 2020, at 1:30 PM, Gregory Crawford <president@miamioh.edu> wrote:

Subject: Fwd: pass/fail - tuition credit

From: "Moore, Kimberly" <moorek4@miamioh.edu>

Date: 3/16/2020, 5:27 PM

To: Jason Osborne <jasonO@miamioh.edu>, Ted Pickerill <pickerto@miamioh.edu>

CC: Jayne Brownell <browneje@miamioh.edu>, Robin Parker <parkerrl@miamioh.edu>

Ted and Jason:

We may want to consider addressing pass/fail in some of our communications. The below message is not an anomaly.

No need to reply to the mom, I just wanted to give you an example of the bulk of emails we are getting related to this issue.

Kimberly

----- Forwarded message -----

From: Pontious, Mark <pontiomw@miamioh.edu>

Date: Mon, Mar 16, 2020 at 5:06 PM

Subject: Fwd: pass/fail - tuition credit

To: Gwen Fears <fearsgm@miamioh.edu>, Kimberly Moore <moorek4@miamioh.edu>, Scott Walter <walters2@miamioh.edu>

Another.

Mark W. Pontious, Ph.D. '19

Director | Parent & Family Programs

110 Warfield Hall | [MiamiOH.edu/parents](https://miamiOH.edu/parents) | 513-529-3436

[The Division of Student Life](#). We Bring Learning to Life.



----- Forwarded message -----

From: [REDACTED]

Date: Mon, Mar 16, 2020 at 4:56 PM

Subject: Fwd: pass/fail - tuition credit

To: <pontiomw@miamioh.edu>

Hello Mark,

I just received a distressing call from my son asking if we were getting a tuition refund. He is paying for most of his college education and said he is being assigned assignments, not learning anything the way the classes are set up. He and a partner worked on a project for 1.5 hours only to go to submit and the professor deleted the assignment. This is completely unacceptable, inflexible and highly stressful. He also was assigned a task and was not aware. He did reach out to the professor and she is allowing him to make it up. We are scrambling as he just called today saying we can't pick him up on Saturday because he needs to be out of his dorm by Friday. Your message stated room/board refunds would be authorized if out by the 27th. Now I have to take time off work and go pick him up on Tuesday/ tomorrow.

Why aren't you setting up pass/fail. university of Michigan, Princeton - follow suit! The state of Ohio doesn't have any rules to follow because this is unprecedented. Nothing like this has ever happened. Make the right decision and set up pass/fail immediately. Also, we are out of state, and will certainly expect not only a room/board refund but also a tuition refund based on e-learning. Any one of us can have our students take online classes. We are not paying out of state tuition for e learning especially how unorganized it has started off. When is all of this going to be addressed? Are you the only person taking this information seriously? Please let me know how to proceed?

 transfer of sophomore that transferred to Miami with a 3.5 GPA

--

 Miami Rise

Kimberly A. Moore, Ed.D.

Associate Vice President and Dean of Students

Division of Student Life

Miami University

Warfield Hall, 108., Oxford, OH 45056

O: 513-529-1877 | [MiamiOH.edu](https://miamiOH.edu)

Pronouns: she, her, hers

Subject: Re: Urgent Refund Provided to Students at Miami University

From: Jason Osborne <jasonO@miamioh.edu>

Date: 3/17/2020, 11:00 AM

To: "Moore, Kimberly" <moorek4@miamioh.edu>

CC: Robin Parker <parkerrl@miamioh.edu>, Gregory Crawford <crawfogp@miamioh.edu>, David Creamer <creamerd@miamioh.edu>, Jayne Brownell <browneje@miamioh.edu>, Brent Shock <shockb@miamioh.edu>

I am strongly against a tuition refund as the academic enterprise is continuing. I leave other fees to the sensibilities of others, but we cannot lose sight of the fact that we continue to have significant costs related to what many of these funds support, even if that individual student is not using the services. ON the other hand, a gesture of good will might go a long way.

As for cancelling classes, because a small portion of students are moving at any given time, any effort in this area would have had to be a long term shut down or we would just have alienated other folks who were forward thinking or those who are not moving at all. I think the best we can do is urge faculty to be caring and flexible, and I think for 90% of the cases, faculty have really exceeded reasonable expectations and continue to do so. We are hearing about the marginal cases.

Do continue to let me know how we can work together to systematically address these concerns. I think decisiveness and clarity are our friends, even if a small portion of any given population will be upset. At least they have clarity.

Be well.....

For Love and Honor,
tapaalintioni nahiteehioni,



Jason W. Osborne

Provost and Executive Vice President for Academic Affairs

Miami University

Roudebush Hall

501 E.High St.

Oxford, OH 45056

O: 513-529-6721 | MiamiOH.edu

On Tue, Mar 17, 2020 at 10:54 AM Moore, Kimberly <moorek4@miamioh.edu> wrote:

Robin,

I understand the need for our very best in responsiveness and customer service right now, but until we have a plan for refunds I don't think it will be helpful to reply to each one of these in a generic way. The sooner we can make the call on this then we can start replying. There are hundreds of emails and calls about this coming through the call center, Office of DOS, residence life, and Brent shared that his shop is getting them too.

If I had to rank order the pressing questions we are getting overall:

1. Detailed refund information (tuition, room/board, various fees)

2. Why didn't we cancel remote classes this week so students can focus on getting home? (Jason has a lot of answers to this that we are directing folks to)
3. Student employment (will they keep their scheduled wages)
4. When will we allow families to return to campus to pick up their student's belongings?

Grace is the name of the game right now, but not everyone got the memo;)

Kimberly

On Tue, Mar 17, 2020 at 9:54 AM Robin Parker <parkerri@miamioh.edu> wrote:

Someone needs to respond to this student telling him we thank him for his input and will get back to him with detailed refund information.



Robin Parker

General Counsel

Miami University

Roudebush Hall

501 E.High St.

Oxford, OH 45056

O: 513-529-6734 | MiamiOH.edu

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From: Gregory Crawford <crawfogp@miamioh.edu>

Sent: Monday, March 16, 2020 6:58 PM

To: David Creamer <creamerd@miamioh.edu>; Kimberly Moore <moorek4@miamioh.edu>; Jayne Brownell <browneje@miamioh.edu>; Robin Parker <parkerri@miamioh.edu>; Jason Osborne <jasonO@miamioh.edu>

Subject: Fwd: Urgent Refund Provided to Students at Miami University

Sent from my iPhone

Begin forwarded message:

From: "[REDACTED]" >
Date: March 16, 2020 at 6:37:50 PM EDT
To: Dean of Students <deanofstudents@miamioh.edu>, Gregory Crawford <crawfoggp@miamioh.edu>
Subject: Urgent Refund Provided to Students at Miami University

To whom it may concern,

Hello, my name is [REDACTED], and I am a third-year student at Miami University pursuing a [REDACTED]. I am writing to you today in regard to an imperative refund on certain items of my Spring semester tuition bill. Miami University deciding to complete the remainder of the semester through remote instruction, and requiring students to return to their permanent residence, now limits the resources students can utilize, yet have already paid for. Examples of this include: Armstrong Student Center Fee (\$126.60), Facilities Fee (\$60.72), Student Technology Fee (\$142.80), and Transit Fee (\$66.84). To go along with this, numerous students, including myself, have paid for lab fees which are now meaningless since these laboratory classes will no longer be utilizing the resources that students paid for. It's outrageous to think that students of Miami University are expected to pay the same for tuition and fees, yet they are not receiving the same hands-on learning that the university prides themselves so highly with.

Don't be greedy, Miami.

Best,

--

[REDACTED]
[REDACTED]
[REDACTED]



Miami Rise

Kimberly A. Moore, Ed.D.

Associate Vice President and Dean of Students

Division of Student Life

Miami University

Warfield Hall, 108., Oxford, OH 45056

O: 513-529-1877 | [MiamiOH.edu](https://miamiOH.edu)

Pronouns: she, her, hers

Subject: Re: mechanism for updates?

From: "Creamer, David" <creamerd@miamioh.edu>

Date: 3/18/2020, 8:29 PM

To: Stacey Lowery Bretz <bretzsl@miamioh.edu>

CC: "Ellis, David A." <ellisda2@miamioh.edu>

The room and board refund is about \$24 million. After I get some more information tomorrow about the other Ohio schools, we will decide how to handle other fees. We have heard only a little about the instructional fee but a lot about the general fee.

In addition to the room and board refunds, we are also losing substantial cash sales from a variety of business activities. We expect summer to be nearly a total loss.

On Wed, Mar 18, 2020 at 7:02 PM Stacey Lowery Bretz <bretzsl@miamioh.edu> wrote:

Dear David and David,

Good evening. I hope this email finds both of you in good health.

I'm writing to ask if you have any updates, specifically, do we yet know the magnitude of the refund to be issued for room & board? Will we be issuing partial refunds for any other categories, e.g., ASC fees, the sports subsidy, - Lord help me, tuition? (I hear calls for this as a Purdue parent where they have a large online brand, too. Parents are clamoring for a partial tuition refund now that instruction is online for the rest of the semester).

I apologize for bothering you. I'm not aware of a mechanism for me to get timely updates without me troubling you. I can easily imagine that you are both simply much too busy to respond, and if that's the case, then I will wait patiently until our next Fiscal Priorities meeting on April 3.

Take care.

Thank you.

Sincerely,
Stacey

Stacey Lowery Bretz
University Distinguished Professor
Fellow, American Chemical Society
Fellow, American Association for the Advancement of Science

Miami University • Department of Chemistry & Biochemistry
651 E. High Street • Oxford, OH 45056
513-529-3731 • bretzsl@miamioh.edu • <http://miamioh.edu/bretzsl> • [@SLBCER](https://twitter.com/SLBCER)



--



David Creamer

Senior Vice President for Finance and Business Services

Miami University

218 Roudebush Hall

501 E.High St.

Oxford, OH 45056

O: 513-529-4226 | creamerd@MiamiOH.edu

Subject: Fwd: COVID-19 - Student Impact

From: Gregory Crawford <crawfogp@miamioh.edu>

Date: 3/20/2020, 10:32 AM

To: Robin Parker <parkerrl@miamioh.edu>, David Creamer <creamerd@miamioh.edu>, Ted Pickerill <pickerto@miamioh.edu>

Sent from my iPhone

Begin forwarded message:

From: "Mullenix, Elizabeth" <mullener@miamioh.edu>

Date: March 20, 2020 at 8:28:44 AM EDT

To: "Crawford, Gregory" <crawfogp@miamioh.edu>, Jason Osborne <jasonO@miamioh.edu>

Subject: Fwd: COVID-19 - Student Impact

Hi Greg and Jason,

I responded to the student.

Liz



Elizabeth Reitz Mullenix, Ph.D

Dean and Professor of Theatre

Miami University | College of Creative Arts

104 Center for the Performing Arts

Oxford, OH 45056

mullener@miamioh.edu

O: 513-529-6010 | MiamiOH.edu

----- Forwarded message -----

From: **Masset, Josie** <massetjl@miamioh.edu>

Date: Thu, Mar 19, 2020 at 9:02 PM

Subject: COVID-19 - Student Impact

To: <provost@miamioh.edu>, <president@miamioh.edu>, <onestop@miamioh.edu>, Elizabeth Mullenix <mullener@miamioh.edu>, Robbins, Robert <robbinrv@miamioh.edu>

To Whom it May Concern;

My name is Josie Masset. I am a fourth-year Studio Art Major with an IMS Co-major and Japanese Minor.

In these trying times, I am aware we are all doing our best to get by. However, especially for majors in the Creative Arts or Lab Sciences, getting by is not what we paid for, nor adequate preparation for our futures. Students attend Miami expecting a strong face-to-face education that helps us gain experience and, in my case, create portfolios that prepare us for our entry into the job market. As a Studio Art Major and a Senior, I feel my cohort and I have suffered particular loss of experience and quality education in the University's handling of the COVID-19 emergency. Metalworking students are making "paper jewelry" instead of learning casting and soldering, ceramics students are writing papers instead of throwing. I was thrown out of the painting studio space with virtually no notice, and will not get my Studio Capstone experience.

I understand these are difficult times, but as the party responsible for the education of your students, it is Miami that needs to bear the burden of what is happening, not students already in debt and entering a struggling job market. While we are still reviewing credit, the quality of education and experience has dropped to nearly nothing due to the haphazard launch into an unprepared emergency protocol. Emails apologizing and asking students to "be patient" should not excuse the University from being held accountable for this drop-off in quality of education and facilities. Therefore, on behalf of myself and my fellow Creative Arts Majors, I demand that Miami University refund at least partially our tuition and studio deposits for the semester. Just as the students vacating campus must be refunded partial room and board, we deserve to be refunded fairly, as this is NOT the level of education we have paid for.

I look forward to your response.

Best,
Josie Masset

--

Josephine Masset

Miami University

Studio Art Major | Interactive Media Studies Co-Major | Japanese Minor

President of Japanese Culture and Language Club

Co-President of Visual Arts Club

Department of Global and Intercultural Studies | Student Worker

Subject: Fwd: COVID-19 - Student Impact

From: Gregory Crawford <crawfogp@miamioh.edu>

Date: 3/20/2020, 10:32 AM

To: Robin Parker <parkerrl@miamioh.edu>, David Creamer <creamerd@miamioh.edu>, Ted Pickerill <pickerto@miamioh.edu>

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Date: March 20, 2020 at 8:28:44 AM EDT

To: "Crawford, Gregory" <crawfogp@miamioh.edu>, Jason Osborne <jasonO@miamioh.edu>

Subject: Fwd: COVID-19 - Student Impact

Hi Greg and Jason,

I responded to the student.

Liz



Elizabeth Reitz Mullenix, Ph.D

Dean and Professor of Theatre

Miami University | College of Creative Arts

104 Center for the Performing Arts

Oxford, OH 45056

mullener@miamioh.edu

O: 513-529-6010 | MiamiOH.edu

----- Forwarded message -----

From: [REDACTED] >

Date: Thu, Mar 19, 2020 at 9:02 PM

Subject: COVID-19 - Student Impact

To: <provost@miamioh.edu>, <president@miamioh.edu>, <onestop@miamioh.edu>, Elizabeth Mullenix <mullener@miamioh.edu>, Robbins, Robert <robbinrv@miamioh.edu>

To Whom it May Concern;

My name is [REDACTED]

In these trying times, I am aware we are all doing our best to get by. However, especially for majors in the Creative Arts or Lab Sciences, getting by is not what we paid for, nor adequate preparation for our futures. Students attend Miami expecting a strong face-to-face education that helps us gain experience and, in my case, create portfolios that prepare us for our entry into the job market. As a [REDACTED] I feel my cohort and I have suffered particular loss of experience and quality education in the University's handling of the COVID-19 emergency. Metalworking students are making "paper jewelry" instead of learning casting and soldering, ceramics students are writing papers instead of throwing. I was thrown out of the painting studio space with virtually no notice, and will not get my [REDACTED] experience.

I understand these are difficult times, but as the party responsible for the education of your students, it is Miami that needs to bear the burden of what is happening, not students already in debt and entering a struggling job market. While we are still reviewing credit, the quality of education and experience has dropped to nearly nothing due to the haphazard launch into an unprepared emergency protocol. Emails apologizing and asking students to "be patient" should not excuse the University from being held accountable for this drop-off in quality of education and facilities. Therefore, on behalf of myself and my fellow [REDACTED], I demand that Miami University refund at least partially our tuition and studio deposits for the semester. Just as the students vacating campus must be refunded partial room and board, we deserve to be refunded fairly, as this is NOT the level of education we have paid for.

I look forward to your response.

Best,

[REDACTED]

Subject: Fwd: A message to Miami University parents about COVID-19

From: Gregory Crawford <president@miamioh.edu>

Date: 3/21/2020, 4:32 PM

To: David Creamer <creamerd@miamioh.edu>, Jason Osborne <osbornjw@miamioh.edu>

FYI.

Ted

----- Forwarded message -----

From: [REDACTED] >

Date: Sat, Mar 21, 2020 at 8:41 AM

Subject: Fwd: A message to Miami University parents about COVID-19

To: <president@miamioh.edu>, [REDACTED]

Dear President Crawford,

First of all, thank you for taking the response you have to protect students and faculty. We are all disappointed that these measures must occur.

Having said that, being an out-of state junior in the Farmer School of Business, paying full out-of-state tuition, our daughter [REDACTED] is receiving a reduced educational experience. As such, we respectfully request a tuition adjustment from the out-of-state semester tuition to the out-of-state ECampus tuition per credit.

The refund we feel entitled to is:

\$17,000 (semester out of state)

-\$5250 (E campus per credit cost

\$11,750/2 (1/2 semester)=\$5,875 as a refund

Thank you very kindly your your continued leadership and attention to this matter. We look forward to your response.

Kindest regards,
[REDACTED]

Sent from my iPhone

On Mar 12, 2020, at 12:07 PM, Gregory Crawford, Miami University <president@miamioh.edu> wrote:



Dear Miami Parents and Families,

Your students are always our top concern here at Miami, both their educational advancement and their well-being. We know how difficult it is right now to be away from them as the coronavirus (COVID-19) continues to impact all of our lives in so many unexpected ways. Thank you for your trust in us.

We have had no confirmed cases of the virus on any of our campuses. On Monday, Governor DeWine reported Ohio's first confirmed coronavirus cases, and the actions we have taken this week — limiting large gatherings and moving all of our face-to-face classes to remote instruction — are on the advice of the Ohio Department of Health and through an abundance of caution. Our deepest hope is that in taking these steps, we will keep everyone on our campuses safe from the virus and facilitate students in returning home.

Making this change in the way we teach is a learning experience for all of us, students, faculty and staff. I appreciate that our entire community is coming together quickly to figure out how best to move our educational mission forward during these times. As I hear faculty talk about the ways they are continuing their classwork, through online group projects and webinars, for example, I am heartened by their willingness to take on this challenge and find solutions.

As we all work together in our state and nation to minimize the spread of the coronavirus, our remote learning is in place so your student can be home with you and still participate in their classes without missing an assignment or a quiz. For those who have not returned home, our staff members have been extra attentive to keeping the residence and dining halls sanitized, and we are encouraging practices to reduce the risk of transmission. We will continue to deliver courses remotely through at least April 12, 2020, and are continuously evaluating whether we will extend beyond that date. Should your student return home, we encourage them to minimize their travel and not return to campus until the resumption of face-to-face instruction. So please remind them, when they depart, to take with them the essential items they may need through the end of the semester.

If the Miami student in your family has specific questions regarding one of their remote classes, encourage them to contact their faculty member teaching that class. If after doing so, they still have questions or concerns, please advise them to reach out to the chair of that department for additional

guidance.

This is not how any of us envisioned the year 2020 would evolve. Yet, it brings out the strength in our communities and ourselves. If you have questions as to what is happening on our campuses, please visit our website, MiamiOH.edu/coronavirus; we are updating it frequently to keep everyone informed.

I appreciate your help and patience as we work through this quickly evolving situation together.

In Love and Honor,

Gregory P. Crawford
President



Miami University

MiamiOH.edu/coronavirus

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451 E. Spring Street 110 Warfield Hall
Oxford, OH | 45056 US

This email was sent to kel.joeheil@aol.com.

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--

Miami University
210 Roudebush Hall
Oxford, OH 45056
president@MiamiOH.edu

Subject: Re: Tuition and Fees

From: "Pickerill, Ted" <pickerto@miamioh.edu>

Date: 3/21/2020, 5:47 AM

To: "Crawford, Gregory" <crawfogp@miamioh.edu>

CC: Robin Parker <parkerrl@miamioh.edu>, David Creamer <creamerd@miamioh.edu>, Brent Shock <shockb@miamioh.edu>, Jason Osborne <jasonO@miamioh.edu>, Jayne Brownell <browneje@miamioh.edu>

Good morning,

I can reply with a short note to thank her for reaching out and to say we are working through these matters and will soon have an update for students and parents.

Thank you,

Ted

On Fri, Mar 20, 2020 at 3:02 PM Crawford, Gregory <crawfogp@miamioh.edu> wrote:



Gregory P. Crawford

President

Miami University

Roudebush Hall
501 E.High St.
Oxford, OH 45056
MiamiOH.edu



Dawn L. Tsirelis

Assistant to the President

O: 513-529-2346 | tsireldl@MiamiOH.edu

----- Forwarded message -----

From: [REDACTED] >

Date: Fri, Mar 20, 2020 at 2:43 PM

Subject: Tuition and Fees

To: Gregory Crawford <crawfogp@miamioh.edu>, MU Onestop <onestop@miamioh.edu>

Hello,

My name is [REDACTED] and I am emailing in order to request a refund for some of the fees I pay as an out of state student.

1. Declining Balance - I have \$746 in my declining balance account which I was hoping to use by the end of the semester and early summer, but now with the virus and having to stay quarantined I am not able to do so. I understand that some dining areas are still "open," however I think it would be unfair to expect students, like myself, to drive or walk to campus every day (especially when we should all be practicing social distancing), in order to pick up food and NOT be allowed to eat it there, but have to come back home to eat it. I am graduating so I cannot use this money next semester like the lower classmen and I expect a full refund for the rest of my declining balance.

2. Non-Resident Surcharge - I have paid almost \$9,000 to be in Ohio and to take classes outside of [REDACTED] for this semester, yet campus is basically closed and we have been asked to return home, so I would expect at least half (\$4,500) of this charge to be refunded.

3. Business Course Surcharge - This semester, on top of tuition, I have paid \$1,320 to take classes at the Farmer School of Business. Now my classes are pre-recorded videos, and so I believe it is unfair to charge an additional \$1300 dollars for students to basically watch YouTube videos. Again, I would expect at least half (\$660) of this to be refunded.

4. The General Fees - Armstrong Student Center Fee \$110. Facilities Fee \$28. Student Technology Fee \$141. Transit Fee \$66. That's another \$345, which I believe I should receive at least \$173 back. We are not allowed to be in Armstrong anymore, all the facilities (like the rec) are closed, I don't use student technology as our classes are not being held on campus anymore, and have no use for the busses as again, no classes or events are being held on campus anymore.

This is a total of \$6079. Being an out-of-state student especially, I paid a LOT of money to come to Miami University, and I don't believe it is fair for Miami University to keep all of this money when I am taking all online classes instead. If I wanted to take online classes, I would have gone to a community college and paid maybe a little over \$3000 TOTAL for this semester. This is not the level of education or college experience I agreed to pay this amount for, and that is why, in regards to these fees I mentioned above, I believe I should receive a full reimbursement of at least \$6079.

Thank you.

--

[REDACTED]

[REDACTED]

--



Ted Pickerill

*Executive Assistant to the President and
Secretary to the Board of Trustees*

Miami University

212 Roudebush Hall

501 E.High St.

Oxford, OH 45056

O: 513-529-6225 | MiamiOH.edu

FOURTH VIEW

FOURTH VIEW

FOURTH VIEW

Subject: Script for calls to students

From: "Pickerill, Ted" <pickerto@miamioh.edu>

Date: 3/21/2020, 5:31 PM

To: "Creamer, David K" <creamerd@miamioh.edu>, David Sayler <saylerda@miamioh.edu>, David Seidl <seidlda@miamioh.edu>, Dawn Tsirelis <tsireldl@miamioh.edu>, Gregory Crawford <crawfogp@miamioh.edu>, Jason Osborne <jasonO@miamioh.edu>, Jayne Brownell <browneje@miamioh.edu>, Michele Sparks <sparksm4@miamioh.edu>, "Oris, James T." <orisjt@miamioh.edu>, Robin Parker <parkerrl@miamioh.edu>, Ron Scott <scottrb@muohio.edu>, "Shock, Brent" <shockb@miamioh.edu>, Thomas Herbert <herbertw@miamioh.edu>, "Thomas, Randi Malcolm Esq Mr." <thomasrm@miamioh.edu>

Good evening,

Attached is a draft script for the calls being arranged to all students. It includes replies to FAQs which will likely be asked during many of the conversations.

Thanks!

Ted

--



Ted Pickerill

*Executive Assistant to the President and
Secretary to the Board of Trustees*

Miami University

212 Roudebush Hall
501 E.High St.
Oxford, OH 45056
O: 513-529-6225| MiamiOH.edu

— Attachments: —

Phone call to students.docx

15.4 KB

Update, Tuesday, March 24, 2020

1—Governor DeWine's Press Conference: Our numbers and statistics in Ohio are growing.

Impact and Statistics of the coronavirus in Ohio

- 564 confirmed coronavirus cases in Ohio.
- 145 Ohioans with the coronavirus have been hospitalized; 62 are in the ICU.
- 269 females (48%) and 295 males (52%) have the coronavirus.
- 49 Ohio counties report having at least one case of coronavirus.
- 8 confirmed deaths in Ohio from the coronavirus and others under investigation at the local level.
- Numerous clusters under investigation across Ohio.
- Ohioans with coronavirus range in age from less than 1 year to as old as 95, median age 51 years.
- Primary election date still undecided as Ohio House lawmakers are leaning toward canceling an in-person primary and conducting a mail-only election that would end on April 28. The Secretary of State has concerns that the timetable is too aggressive and prefers the June 2 date for ending the primary.

Governor DeWine's Daily COVID-19 Briefing

- Announced a new educational marketing program to promote social distancing and other methods to reduce the spread of the virus, reduce the curve of overall cases and health effects, and increase our health care capacity. #StayHomeOhio and #InThisTogetherOhio.
- The Administration is in the process of modeling the impact of the coronavirus on the State. Innovate Ohio is assisting with the modeling. Ohio will continue to push the importance of social distancing and physically getting ready for the surge on health care facilities.
- Personal protective equipment is one of the things the Administration focuses on every day. PPE are needed by first responders and medical personnel. The Administration is working to get PPE for these folks. The Administration is asking private businesses to give PPE to the state and be involved in procuring or producing PPE.
- Not enough capacity to serve the surge coming in health care facility usage. The Administration is actively seeking existing structures that can be used to supplement health care facility needs. Higher education residence halls were specifically mentioned as a resource that the Administration is considering.
- The Administration is focused on the economy and where Ohio is going. Governor agrees with President Trump that we need to return to normal business activities as soon as possible. The best way to do that is to flatten the coronavirus curve so that Ohioans will have confidence in the economy when we return to business as usual.
- Banks and credit unions remain open. There is a 60-day moratorium on mortgage foreclosures and 120 days for forbearance.

2—National and International Trends: Trends from around the country and internationally include:

National

- President Trump wants US economy opened by Easter, a timeline that most experts don't believe is sufficient to reduce the spread of the coronavirus.
- 23 states have issued some statewide order, from ordering residents to stay at home or shelter in place to the closure of certain nonessential businesses, aimed at reducing the spread of the coronavirus: California, Connecticut, Delaware, Florida, Illinois, Indiana, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Nevada, New Jersey, New Mexico, New York, Ohio, Oregon, Pennsylvania, Rhode Island, Texas, Virginia, West Virginia, and Wisconsin.
- Higher education advocacy groups are seeking \$50 to \$60 billion in federal assistance for colleges in the short run, but the latest version of the coronavirus act includes only \$6 billion – \$3 billion in assistance to institutions and \$3 billion in aid to students.

International

- Japan and the International Olympic Committee postponed the 2020 Tokyo Games until 2021.
- Hong Kong experienced wave of new coronavirus cases after people began relaxing adherence to the initial strict rules employed to fight the spread of the virus.
- Britain is now on lockdown after the Prime Minister closed all nonessential shops, banned meetings of more than two people, and required people to stay in their homes, except for trips for food or medicine.

3—IUC Provost Call Topics: Jason had a call with the other IUC Provosts today – here are the minutes to that meeting:

Option to convert to pass/fail for spring term (which is currently not an option for CCP)

- Pass Fail: Miami, Akron – students have option until last day of classes, Kent has until AFTER grades post; NeoMed, Ohio State opt in by 4/17, Ohio University; Toledo—using special coding PE/NE to track for future; Wright State rolling out for opt in after grades are out C and above; Youngstown State C and above .
- In conversations: BG, Central state, Cincy, Cleveland state
- Not doing pass fail: Shawnee State
- Concerns include accreditation, impact on athletics, grad school

Tenure and promotion process – extending the time period

- Yes: Ohio state, Akron, Toledo, Kent State, Youngstown state opt in if in 5th year; Miami
 - OU + Wright State blanket one-year extension with opt out for normal timeline; NeoMed
- No:

- In conversation: BG, Cincy talking with union

Spring term course evaluations

- None at all: Akron, Youngstown
- Doing them but not mandatory in fac eval: Toledo, Kent State, Wright state
- Doing mostly as normal, guidance for interpretation: Ohio State, NeoMed, BGSU; Miami
- Discussions: Cincy; Ohio U

Summer session planning

- Most remote teaching throughout the summer
- Some are delaying decisions about later summer sessions until later (Kent, e.g.)
- Ohio State, Toledo still deciding

Nursing programs

- Efforts in the works to accommodate clinical students
- Problem is the Ohio Board of Nursing requires nursing programs to submit changes in curriculum at least 10 weeks prior to board meetings etc. These rules are not tenable in COVID-19. Trying to figure out who can address this rule barrier. ODHE and board of nursing talking; ODHE will be issuing guidance that will hopefully provide some flexibility. Board of Nursing is pursuing through the governor's office; Chancellor is aware of the issue but believes the Board of Nursing needs a rule change, perhaps change in statute to get around the 10 week requirement; Senate is informed about the issue and it is urgent; No rule change yet.

Teacher preparation programs -- state can help with credneitally even if students not completely done with studnet teaching due ot crisis.

Tech Cred – info request from Lt Gov Husted / Ohio Workforce Transformation to identify approved Tech Cred courses that are 100% online

Residence halls – state emergency use for COVID-19- respond to ORDERS from local or state health departments ONLY due to liability etc.

4—APLU Presidents Call: The APLU had a call for Presidents and Chancellors today – here are the minutes to that meeting:

- The call was not that informative. Very repetitive. We are ahead of the curve in a big way.
- Updates from the Hill – wait and see. APLU is advocating strongly.
- All schools seem to be doing a virtual graduation and scheduling one in the late summer or Fall in person. But it seems all are doing both.
- Worry about fall enrollments.
- Focus on completion of students who are home without the wraparound services. No ideas presented.

5—Nice Example of Reaching Out: Jayne reached out to her Parents Council – Here is an example of that outreach (please send along any communications you do so we can track and save, cc Dawn and Ted):

Hello, Parents Council seniors (and parents)!

I wanted to send you a quick note from Oxford since you are a group of seniors I've known since your first semester at Miami, and you are on my mind through this very unsettled time. I can't imagine how disappointing it has to be for your last semester to be playing out as it is. This isn't something that any of us wanted or could have imagined, and while we're all doing our best to adapt, I know it holds different emotions for you. Know that you are on our minds, that we are here to support you however we can, and that we WILL find a way to celebrate your accomplishments when this time passes. Please don't hesitate to reach out to me or to Mark Pontious if you need anything in the coming weeks, and we'll help the best we can.

Take some time to recharge and regroup during spring break this week, and be well.

*All best,
Jayne*

6—For our One-on-One Meetings: For our one-on-one meetings, please prepare an agenda a few hours in advance, if possible. I know new items will be last minute as this situation evolves. Also, please do me a quick favor after our meetings – please send a short summary or synopsis of the themes and topics we discussed. A short bulleted list is fine. Thank you in advance.

7—(EMBARGOED INFO) Wait until public announcement: Alumni Weekend will be cancelled. Tom Herbert will provide the details and announcement when ready.

8—(EMBARGOED INFO) Wait until public announcement: The following information is not yet public, so please do not share or reach out, until after the public announcement. There is news on the Luxembourg dean where after eleven years as Dean of MUDEC, Dr. Thierry Leterre will be transitioning back to his role as a faculty member after his current term ends June 30, 2020. We thank Dr. Leterre for his lengthy leadership and celebrate all his successes. Eleven years as a dean is a very long time, and I know each of you will join me in wishing him well as he takes a well-earned sabbatical. Raymond Maynes has graciously agreed to serve as interim Executive Director to ensure continuity of leadership. Please join me in thanking him for taking on this role and provide him support as he strives to continue building momentum for MUDEC. We expect to launch an international search for a permanent replacement in the future.

9—IUC Government Relations Call Summary: Below are notes from the IUC Government Relations Representatives Meeting held on 3/24/2020 (per Randi Thomas).

General Assembly:

Issue: What are the major actions to be considered by the Ohio General Assembly in response to the coronavirus?

Response: Those items necessary to get through the next few months including:

- Syncing the state tax filing deadline with the extension provided at the federal level.
- Addressing the final date for the primary election and the process for voting.
- Teleconnection for public universities and public bodies:
 1. HB 404, which is only for public universities, is limited as it would provide for trustees to participate virtually, but only if 1/3 of the board is present in one location open to the public to attend.
 2. HB 557, which is for all public bodies, is limited as it would require that a location is available where the public can gather to watch the proceedings.
- Legislation that would automatically renew licenses required by State law.

PEC Members to Notify: Greg Crawford, Ted Pickerill, Robin Parker

Attorney General:

Issue: The AG is proposing a suspension of the time that institutions of higher education certify delinquencies pursuant to 131.02(A). Institutions would not certify new debt for students who are delinquent during the time of suspension.

Response: IUC is working on an MOU that would be for all Ohio public universities. AG is also working to suspend the certification of debt with other state agencies that certify uncollected debt to the AG.

PEC Members to Notify: Brent Shock, Robin Parker

Nursing Matters (Education students may be in a similar situation as nursing students):

Issue: Ohio public universities are struggling with various nursing issues from the number of clinical hours necessary to students' need to graduate and to sit for the nursing licensure, as well as the impact of future program approval on nursing programs. For example, OU is struggling with the issue of clinical hours necessary to graduate. The Board of Nursing suggested looking at virtual simulation. OU is worried that what they stand up will be blessed at the end. OBN has stated that they are working with the Governor; he can change statute but OBN can't. OBN believes that they need similar actions as taken by Virginia and Texas (attached).

Response: IUC will follow up with OBN. It is expected that the Ohio Department of Higher Education may be getting ready to release an announcement on the matter yet today.

PEC Members to Notify: Jason Osborne

[REDACTED]

College Credit Plus:

Issue: CCP courses cannot be taken pass/fail by statute.

Response: There needs to be a statutory fix if the issue is to be addressed.

PEC Members to Notify: Provost Jason Osborne

10—Phone Calls to Students: We discussed making phone calls to students to check in on them. Below is the updated script prepared by UCM with PEC feedback incorporated. We need to discuss how we might go about this exercise as a PEC, and perhaps pull in some others, such as deans and associates. This topic will be placed on next PEC meeting agenda. Please bring ideas.

“Good _____”

“This is _____ from _____. We’re calling to check in and make sure you are doing well. None of us imagined this is how the semester would unfold, and we are so grateful for how you have adapted. So, how are you doing?”

Listen, respond to their questions (Answers to FAQs are below)

Conclude – “It has been wonderful speaking with you, and we all look forward to when everyone can return to campus.”

“Thank you for your support and understanding,”

“Love and Honor”

Answers to FAQs

Begin each with “Thank you for asking that, it is a very good question.”

Conclude each with “We appreciate your patience and understanding as we work through this together.”

Tuition reimbursement

The university is reviewing all charges and will release refund information as soon as possible. For those who have vacated their room, but left their belongings prior to March 21, you are still eligible for a prorated room and board refund.

Remote delivery is poor quality

This has been a real challenge for all of us, and we are so grateful for your adaptability and understanding. Our faculty have really stepped up to do their best. We have a series of workshops planned over the spring break to give faculty even more tools to improve the delivery of remote instruction.

Credit/No credit

We have been working with the university registrar on the issue of pass/fail grading and are hoping to have an announcement quite soon on what we will be doing. We anticipate that we will have a system that will allow individual students to opt in, or not, so that everyone can make a decision that will best benefit them.

Graduation

While the ceremonies in May are canceled, we are exploring all the options to bring together our graduates and their families at a later date. In the coming weeks, we will provide you with our plans for the Class of 2020.

Can I withdraw from the semester or a course and get a refund?

There have been no changes to the university's withdrawal policy.

What happens to my student loans?

Since Miami has not canceled classes, your loan agreements have not changed. For more information, contact One Stop.

I need clinicals to finish my degree - what should I do?

Stay in contact with your professor/supervisor as they work with state officials on expectations and plans.

What about student internship programs and specialized study programs like independent study and capstone experiences?

Faculty are asked to allow students flexibility in achieving objectives remotely and without imposing unreasonable burdens.

Is tutoring (or another student service) still available?

Student Support Services are being offered remotely. Please contact the appropriate office.

How can I get my things from my dorm room if I am already home?

For those who have already left campus, **do not return until you have been directed to do so.** In the coming weeks, we will provide guidance for students who have already left regarding how to retrieve belongings and finish moving out. Please be patient as we develop these plans. We will let you know as soon as we have more information on the timeline and process. The reason for this is we want to limit community spread. You will still be eligible for the partial refund for room and board even if your belongings remain in the room. If you have left items in your room, and have not yet notified Residence Life through the check-out process or through the completion of the Exception Form, please email residencelife@MiamiOH.edu.

Can I get out of my housing lease off campus?

The university does not have any authority over off-campus housing. Please contact your landlord about your lease agreement.

Can I leave my car on campus or in the garage?

Yes, you may leave your car on campus, in a remote lot, or in a garage until you are able to retrieve it.

11—Advisory Councils: Please pull together the contact lists of your advisory councils – I would like to discuss with you on ways to engage them in the coming weeks. Please put together list(s) and contact information. Place it on our agenda for our next one-on-one. Thanks!

—REMINDERS—

Hygiene Practices: Stay home and away from people. Practice social distancing and, if you meet, spread out, but please use remote mechanisms and technology if at all possible at all times. Always follow these practices:

- Wash hands often with soap and water for at least 20 seconds; dry hands with a clean towel or air-dry hands.
- Use alcohol-based hand sanitizer when soap and water are unavailable.
- Cover your mouth with a tissue or sleeve when sneezing or coughing.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Stay home when you are sick or if you have any symptoms.
- Avoid contact with people who are sick.
- Clean “high-touch” surfaces daily. These include counters, tabletops, doorknobs, light switches, bathroom fixtures, toilets, phones, keyboards, desks, and tablets.
- Stay home. Social Distancing. Spread out.

Press Conferences with Governor (lives stream): Governor DeWine and Dr. Amy Acton (ODH) tend to hold press conferences daily, typically around 2 p.m. on weekdays. If you tune in, they tend to always start late: <https://ohiochannel.org/>.

History: Please keep any records, photographs, videos, important notes, etc. of your team working during these unprecedented times. Forward them to Ted and Dawn so we can store them. This crisis will pass, and we will look back at this time – whatever we can preserve for our colleagues and future colleagues would be wonderful.

Communicate. Communicate. Communicate: Please continue to communicate with your units regularly – for now, please continue it daily. Please BCC Ted and Greg on email communications. Thank you.

Subject: Fwd: [REDACTED] / tuition
From: Gregory Crawford <president@miamioh.edu>
Date: 4/16/2020, 7:00 AM
To: Jeffrey Wanko <wankojj@miamioh.edu>

Jeff,

This is Ted. Can you please see that she receives a thoughtful reply?

Thanks,

Ted

----- Forwarded message -----

From: [REDACTED]
Date: Wed, Apr 15, 2020 at 8:53 PM
Subject: [REDACTED] / tuition
To: MU President <president@miamioh.edu>, Ask the President <askgreg@miamioh.edu>
Cc: [REDACTED]

I hope this email finds you safe and healthy. My name is [REDACTED], I am a [REDACTED] Architecture student. I want to thank you in the advice for giving me your time in reading this email.

Architecture is a very creative and collaborative field of study. As you may know, the [REDACTED] year architecture students are placed together in our studio for our 2 core classes, studio and graphics. Students are not solely in the studio for our class times, which varies from 2-3 hours every day; students spend an intense amount of their free time there. We complete all of our projects here and in spending so much time together we become very close-knit. This goes for our professors as well; along with the daily interactions during class times, professors also spend their free time in the studio and are constantly at the student's disposal for any questions or design challenges we may have. The reason I believe that Miami's architecture program is so successful, and one of the reasons I chose to continue my education here, is the atmosphere. The culture of love for what we

do that is created by professors, staff members, graduate, and undergraduate students is consistent throughout Alumni Hall. We are a family that works together to watch each other succeed and helps each other through hardships. Since the unfortunate circumstances that the COVID-19 pandemic has placed upon us, it has been difficult to continue the aspects that create this positive learning environment. I understand that these times are difficult for all of us, however many professors have not made the necessary adaptations to their curriculum to ensure success for every student. The collaborative structure that drives most students' learning process has been eliminated. For me personally, I would spend 40-50 hours of my time in the studio a week, a number that parallels with most of the first-year students. Since I have moved home I have not been supported or encouraged by the support system that once drove me. During our studio class times, [REDACTED], every student would average 30-40 minutes of one on one time with the professor as well as any time needed before or after class. Additionally, students had infinite support from their peers. In contrast, the structure of an online studio limits students to 8-10 minutes with their professor, and a majority of that time is spent trying to convey your ideas which then limits the time for feedback even more. The elimination of face to face interaction may not affect most lecture-style classes as severely, but in a studio style course, professors are more likely to convey ideas with hands-on tactics, a feature that is lost in online learning. Most feedback sessions are impromptu, meaning professors and students can not prepare for challenges that will arise that day, but with a digital interaction there are so many things that go unsaid because they are lost in translation due to the lack of physical explanations. Also professors are expecting students to spend \$100-200 on supplies that we receive at school for free. The availability of the Woodshop is essential to almost every assignment and without those resources students are deprived of developing some vital skills. There has been no adaptation made by professors to counteract this inconvenience. I understand that these circumstances are not within anyone's control however, the quality of education I am receiving is still disappointing, especially for what I

expect of Miami University as an institution. I am proud to call myself a Redhawk and am honored to have the opportunity to call myself an architecture student, however, I am frustrated with the lack of effort to maintain the quality of education I am fortunate enough to be receiving at Miami.

As you are aware these are difficult financial times for most families, including mine. What I believe is fair is a tuition refund that aligns with the education I am receiving, which is not equal to what I experienced in my first semester.

Kindly reply all in your response.

Thank you for your time.

Respectfully,

[REDACTED]

--

Miami University
210 Roudebush Hall
Oxford, OH 45056
president@MiamiOH.edu

Subject: News report

From: "Pickerill, Ted" <pickerto@miamioh.edu>

Date: 4/17/2020, 8:55 PM

To: Bob Shroder <rwshroder@outlook.com>, "Coletti, Robert E." <RCOLETTI@kmklaw.com>, David Budig <dbudig@parsecinc.com>, Debbie Feldman <feldmand@childrensdayton.org>, Diane Perlmutter <dperlmutter@aol.com>, Jeff Pegues <jpeguesmu6@gmail.com>, John Pascoe <johncpascoe@gmail.com>, mark sullivan <mdswilton@gmail.com>, Mary Schell <mschellmiami@aol.com>, Mike Armstrong <Michael_Armstrong@comcast.com>, Rod Robinson <robinsr@miamioh.edu>, Sandy Collins <collin86@miamioh.edu>, Zachary Haines <zacharyhaines@gmail.com>

CC: Robin Parker <parkerrl@miamioh.edu>, Gregory Crawford <crawfoggp@miamioh.edu>

Good evening,

This evening, an employee, not in university leadership and not a member of any university communications team, sent out a tweet, hashtagging local media, about the \$27M in refunds to students as an example of how Miami is helping students and families during this time of need. Unfortunately, the employee misunderstood the Provost's recent statement on refunded room, board and fees, to instead mean tuition and fees. So the employee labeled it in their tweet as a refund of tuition and fees.

Like all other Ohio public universities, classes at Miami continue, students are working towards their degrees and receiving credit, and there is no refund for tuition.

We learned of this when media outlets reached out to us to confirm the value of the refunds.

We immediately contacted the employee and the tweet has been pulled. We have informed all media who inquired, and all media outlets to whom the employee sent the tweet that the employee is not in university leadership, and we corrected the error. One news station had already posted it online as a refund of tuition, and they have since changed it to room, board and fees. We also provided them with an explanation of the refund policy. Jayne Brownell is monitoring the parent's facebook page, and UCM is monitoring social media to correct this misstatement.

We wanted you to know, should anyone ask you about hearing of a tuition refund.

FYI, here is our refund policy:

Room and Board

Miami will provide an appropriate refund of room and board for those students who left their on-campus residence hall by March 27, and did not return. We will provide a prorated credit for room rent, the residential fee, and buffet meal swipes. This applies to student residents of university housing who do not have an approved waiver to remain in housing and have left campus by March 27. Unused dining dollars will roll forward and be available for use next semester. Credits will begin on April 8, and a customized email will be sent to each student to provide exact credit amounts and an explanation of how credits/refunds were calculated.

General Fee

Students will also receive a credit for the Armstrong Student Center fee, Facility Fee, and Transit fee. A portion of the Basic General Fee will also be credited for those services that are no longer available because of the transition to remote learning.

Parking

The university will provide a prorated credit to students who have purchased Spring semester parking permits.

Students do not need to apply for these refunds or credits; they will be posted to the university bursar or RedHawk account no later than May.

Thank you,

Ted

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Ted Pickerill

*Executive Assistant to the President and
Secretary to the Board of Trustees*

Miami University

212 Roudebush Hall
501 E.High St.
Oxford, OH 45056
O: 513-529-6225| MiamiOH.edu

Aimee Smart

From: David Creamer <creamerd@miamioh.edu> on behalf of David Creamer
Sent: Wednesday, June 24, 2020 3:48 PM
To: smarta2@miamioh.edu
Subject: General Fee, Housing, Meal, Parking Refund/Credit Information



Dear [REDACTED],

We all face unprecedented challenges this year with the outbreak of the coronavirus in Ohio, across the country, and around the world. Even though we have transitioned from face-to-face instruction to remote learning, Miami University remains committed to your health and safety, your education, and your future success.

Because all Oxford students were required to leave campus unless they received special permission to remain in the residence halls, Miami will provide prorated refunds or credits for room and board and parking fees, and a credit for a prorated portion of the university's general fee. You do not need to apply for refunds or credits. If you have an outstanding balance, you will receive a credit, unless there is a financial aid adjustment. If there is no outstanding balance, you will receive a refund. All credits will be posted to your university bursar account on a rolling basis beginning April 8. You will receive a confirmation email that explains your specific refund or credit amounts. **Refunds will be forwarded to your RedHawk account no later than May 1.**

Room and Board

Miami will provide an appropriate refund of room and board for those students who leave their on-campus residence hall by March 27, and do not return. We will provide a prorated credit for room rent, the residential fee, and buffet meal swipes. This applies to student residents of university housing who do not have an approved waiver to remain in housing and have left campus by March 27. Unused dining dollars will roll forward and be available for use next semester.

General Fee

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Parking

The university will provide a prorated credit to students who have purchased Spring semester parking permits.

We hope these updates are helpful as you make the transition to online learning during this global public health crisis. Our goal is to enable you to continue your studies, earn full credits for the semester's work, and graduate on time – even in the face of these unprecedented events. Please remember to engage in social and physical distancing and practice frequent hand-washing and hygiene as the most effective ways to prevent the spread of infection.

Once again, you do not need to apply for these refunds or credits; they will be posted to your university bursar or RedHawk account no later than May 1. For more information about Miami's response to the COVID-19 outbreak, please visit www.miamioh.edu/coronavirus.

Love and Honor,

David Creamer
Senior Vice President for Finance and Business Services

Dear Duane:

I know we have a long way to go to get through this crisis, but I just wanted to drop you a short note to say thank you for all of your camaraderie and willingness to share information. I do not think any of us ever imagined such an event, although we plan and forecast just about everything else in higher ed. Even in the midst of this international crisis, it is great to know we have colleagues at the top who support each other.

Thank you for all that you do for Ohio University. Once this is all behind us, I am sure we can think through a lot more things we can do together in the future. Looking forward to some normalcy and progress when this is over.

Wishing you well and good health to all of your students, faculty, staff, and alumni!

All my best,
Greg