

## April 17 - Spring 2020 OCS Financials/Refunds FAQs

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Dear Spring OCS Participants,

Now that we have heard from nearly all of our off-campus studies providers about their refund policies for spring 2020 participants in the wake of the COVID-19 pandemic, we are writing to answer questions you may have about spring 2020 finances and refunds.

### **FAQs about spring 2020 OCS finances:**

**1. Will there be any tuition refund for my spring OCS program?** No. All OCS program providers have converted their spring 2020 courses curriculum to an online format, so that students can complete their credits. Therefore, OCS providers are not offering tuition refunds. Your program should have already communicated with you directly about this.

**2. Is my program offering a partial room & board refund for the spring semester due to the shortening of the semester?** This varies by program. Most OCS program providers are not offering any room (or room and board) refunds because those costs are not recoverable. OCS programs usually have leases and contractual obligations for paying rent to local providers in host countries that they are obliged to fulfill. Note that the room and board charges for Whitman OCS students are the program's room and board fees (and not Whitman housing fees) and therefore refunds are based on the program's policy.

**3. If I'm getting a refund from my program for some room & board fees, when will I get it and how will I get it?** Please follow the specific instructions that your program has given you regarding refunds. Because OCS program mandatory fees such as room and board are billed through Whitman College, any refunds will first come back to Whitman OCS. Whitman Student Accounts will then credit your Whitman student account for that amount.

You will be notified by Student Accounts when the credit has been posted on your account. If you have a zero balance in your Whitman account, you can request that Student Accounts either mail a check to your home address or process an eCheck refund directly into your bank account. Once you are notified about the refund credit, you can request your preferred method of reimbursement by emailing Whitman Student Accounts at [stuacct@whitman.edu](mailto:stuacct@whitman.edu).

**4. Can I get help covering the additional costs I incurred for my flight home?** Possibly. Some OCS programs have offered financial assistance for flight change fees or new tickets under certain conditions (such as when students departed the host country by a certain date and submitted receipts). Your program should have already communicated with you directly about this. If so, please follow their instructions. If your program is not assisting with additional flight costs that you incurred and you receive need-based aid from Whitman, we may be able to cover some of those costs. Please contact Laura Cummings, OCS Coordinator, at [CUMMINLL@whitman.edu](mailto:CUMMINLL@whitman.edu) if this is your situation.

**5. If my program has offered reimbursement for flight change fees or for a new return ticket, when will I get it and how will I get it?** Please follow the specific instructions that your program has given you regarding flight reimbursements. Programs typically need to see your new flight itinerary that includes the price of the flight or a receipt for the change fee charged by your original airline. Because flights are paid for directly by students, those reimbursements will be sent by the program directly to the student (as opposed to being sent to Whitman). Be sure your program knows your current address where to send the check or give the program your bank routing numbers for electronic deposit.

If you need assistance from Whitman OCS in navigating the above, please do not hesitate to let me or Laura Cummings know. We are here to help you through this transition period after departing your program.

Please know that it is a priority for us to process program refunds to OCS students as quickly as possible. However, because of the disruptions caused by the rapid suspension of programs and staff working remotely, this process may not be as fast as it otherwise would be. We appreciate your understanding.

Thank you and take care.

Sincerely,  
Susan

Susan Holme  
Director, Off-Campus Studies  
Whitman College  
Memorial Building 205  
345 Boyer Avenue  
Walla Walla, WA 99362 USA  
1.509.527.4992 (Main office tel)  
1.509.240.7762 (Cell/Mobile)  
[holmeSL@whitman.edu](mailto:holmeSL@whitman.edu)