



JOHN R. PORTER

OFFICE *of the* PRESIDENT



To Our Lindenwood Community:

We would like to take the opportunity to clarify Residential Life policies in the wake of the decision to move courses into a virtual environment and close housing. We made that decision this week in order to protect our community, but we recognize that it may cause additional challenges for students who are adjusting to circumstances that are already challenging. **We stand ready to support all our students and help them navigate their individual situations. We assure our university community that no students will be left without a roof over their heads.**

Students will be able to leave items in residences until May 1 if needed. Residences will also be open April 25-26 for students to retrieve belongings. Students who are not able to make it back to campus before March 22 to pick up their personal items should email reslife@lindenwood.edu. **Your belongings will be safe until you come back to campus in April, but please check in to notify us of your plans.** For additional details on Residential Life policies and changes, please see www.lindenwood.edu/coronavirus.

If you lived on campus this semester, **we have calculated your prorated room and board credit and issued a refund to your Lindenwood University student account.** All refunds except for Parent Plus loan credits will be processed through BankMobile. For all information regarding

BankMobile payments, please refer to <https://bankmobiledisbursements.com/refundchoices>. Please review your account preference to select how you prefer to receive your refund. For more information, please contact:

- The Student Refunds Department at studentrefunds@lindenwood.edu
- Christina James at (636) 949-4392 or CJames@lindenwood.edu
- Tina Wolfe at 636-949-4496 or TWolfe1@lindenwood.edu
- Mubera Komsic at (636) 949-4930 or MKomsic@lindenwood.edu

Please note that it may take five days for refunds to be processed. **If you want to use your refund as a pre-payment toward next fall's room and board charges, we will credit an additional \$500 to your fall 2020 account.** To receive the \$500 credit, go online and make a payment before April 17, 2020.

We understand that some students face extenuating circumstances that will require specific accommodation for housing situations. We have created a hardship waiver. We are prepared to assist students who are unable to return home due to extreme hardship. Please contact Dean of Students Shane Williamson at swilliamson@lindenwood.edu to request a hardship exemption by Wednesday, March 18, at noon. International students facing difficulties returning home should contact InternationalServices@lindenwood.edu. Our students are our top priority and we want to do whatever we can to assist you during this process.

Students are encouraged to pick up all mail and packages prior to their departure and update their addresses with the U.S. Postal Service.

Beginning March 24, Campus Mail Services will begin the process of forwarding mail and packages for current resident students within the U.S. For more information about mail service changes, students should consult www.lindenwood.edu/coronavirus.

If for any reason you cannot take your vehicle, you may leave it in the upper Hyland Arena parking lot. The area available for vehicle storage is marked with orange cones. Please use this [waiver form](#) to notify us that you have left your vehicle.

Though the university's actions to decrease population density on campus may seem extreme, experts (including our own Lindenwood faculty in Public Health) suggest that these actions can save hundreds, and potentially even thousands, of lives. We must act, and we are asking the university community to do the same in the best interest of the public good. **We have provided information on resources for students, faculty, and staff at**

www.lindenwood.edu/coronavirus. Please take advantage of these resources. We are here to help in whatever capacity we can.

For many students, this move to a virtual learning environment will mean an inadequate goodbye to a campus that they love and to friendships and bonds that have formed during their time here. It will mean not shaking hands with professors or staff members who have shaped their student experience before going out into an uncertain world. Please know that this decision has been extremely difficult, and we recognize the disappointment that students, faculty, and staff may be feeling. If we can provide any additional support as you make this transition, please do not hesitate to reach out.

Be Safe. Be Healthy.



JOHN R. PORTER
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