



**CONTROLLER
ADMINISTRATION**

Bursar's Office

Questions & Answers Regarding Bursar Policies during COVID-19 Crisis

April 3, 2020

Updated May 5, 2020

What are your office hours?

All staff continue to work remotely, Monday through Friday, 8 AM to 5 PM. We are available via Chat through [StudentInfo](#) or you may leave a message by calling our main number, 505-277-5363.

For in-person payments (cash and check) and departmental deposits, Cashier windows are maintaining limited operations on Tuesdays & Thursdays, 8 AM to Noon.

Updates to these hours will be posted on our website: <http://bursar.unm.edu/>

Will UNM reduce tuition rates for Spring 2020?

No.

Will I be refunded tuition for canceled courses?

If a course is not or cannot be transitioned to an online format, then when the Registrar's Office cancels the course, tuition and any associated fees with that course should automatically be refunded, when applicable.

Will I be refunded course fees or any other course-related fees for courses that were transitioned to the online format?

Please contact the individual academic department(s) to inquire. For example, if it is an Art Studio Fee, then contact the Art Department or, if it is an Engineering Fee, then contact the Engineering Department.

Will I be refunded the Student Technology Fee?

Please [contact IT](#) to inquire.

My in-person course has moved to an online format. Will I be charged the online course fee?

No.



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If a course is canceled and it drops me below 15 hours, will I be penalized (charged) at the higher tuition rate for my remaining courses?

Yes. You should attempt to enroll in another online course to get back up to 15 hours. Otherwise, you can file a tuition refund appeal with the Bursar's Office.

If I decide to drop courses on my own or withdraw entirely from the University, will I be refunded tuition?

Before you make this decision, please talk to your advisor or visit this website:

<http://advisement.unm.edu/resources/covid-19-student-resources.html>. If you still decide to drop, then you may file a tuition refund appeal with the Bursar's Office.

Do I still have to pay my bill?

Yes.

Updated May 5: If I can't make my scheduled April or May payment (due on the 10th) as a result of being laid off (or parent being laid off), can you prevent that payment from automatically pulling from my account?

Yes. Please contact the Bursar's Office through [StudentInfo](#) and we will remove the scheduled payment.

Updated May 5: If I can't make my scheduled April or May payment (due on the 10th), will I be assessed a service charge?

In April, no. We are waiving all service charges in April.

In May, service charges will be waived for currently registered students (Spring 2020) only.



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Updated May 5: Can I change the due date of my bill?

In April, no, but we are waiving service charges so there is no financial penalty for non-payment.

In May, again, no, but we are waiving service charges for currently registered students (Spring 2020) so there is no financial penalty for non-payment for currently registered students. If you are not currently registered (Spring 2020) or are not a student, you may contact the Bursar's Office and appeal for the service charge be reversed.

Updated May 5: Will a bursar hold be placed on my account on April 10th or May 10th if I can't make my payment?

Yes.

Updated May 5: If I don't make my April or May payment and a bursar hold is place on my account, will I be able to register for Summer and/or Fall?

Yes:

- Students who are currently registered in Spring 2020 and whose balance is \$1,500 or less will be able to register the first week of registration, that is, April 13 – April 19
- Students who are currently registered in Spring 2020 and whose balance is greater than \$1,500 will be able to register beginning Monday, April 20
- Former students, that is, those not registered in Spring 2020, may call the Bursar's Office to discuss registration options. Bursar hold information can be found on the [Bursar's Office website](#).

Updated May 5: If I don't make my April or May payment and a bursar hold is place on my account, will I be able to obtain my official transcript?

No. Existing policy remains in place: Student must have \$0 past due to obtain their official transcript.



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When I will receive the partial refund of my Spring 2020 Housing charges?

Resident Life & Student Housing (RLSH) began posting adjustments/refunds to student accounts on Wednesday, April 1. The adjustment/refund will either apply to a student's outstanding balance, if one exists, or if there is not a balance, the Bursar's Office will process a refund back to the student (through the regular refunding process, which occurs Tuesdays and Thursdays). More information about Housing adjustments here: <http://housing.unm.edu/coronavirus.html>. If you have questions about the amount of the adjustment posted by RLSH, [please contact that office directly](#).

Since I had to move out my dorm room, will I receive a partial reimbursement for the two months of rent for which I've already paid (January and February)?

Please contact [Resident Life & Student Housing](#) directly to inquire.

When I will receive the partial refund of my Spring 2020 Meal Plan charges?

The LoboCard Office, which manages Meal Plans, began posting adjustments/refunds to student accounts on Wednesday, April 1. The adjustment/refund will either apply to a student's outstanding balance, if one exists, or if there is not a balance, the Bursar's Office will process a refund back to the student (through the regular refunding process, which occurs Tuesdays and Thursdays). If you have questions about the amount of the adjustment posted by LoboCard Office, [please contact that office directly](#).

Will Parking & Transportation Services be giving partial refunds?

Yes. The deadline to submit a request was March 31, 2020. Please contact PATS directly or visit their website for more information or if you have questions: <http://pats.unm.edu/>.