



**Tuition Payer
Bill of Rights**

Tuition Payer Protection Checklist

Due to the ongoing COVID-19 pandemic, academic instruction and the collegiate experience at colleges and universities across the nation remains uncertain. This fall, students and family consumers should ask these important questions to ensure that they are informed and that their investment in higher education is protected.

COVID-19 Response

- ☐ Am I familiar with my college/university's operating plan for the COVID-19 pandemic?
- ☐ If my on-campus experience is disrupted due to the COVID-19 pandemic, will my classes transition to online learning? Will I be denied certain services or be forced to vacate on-campus housing?
- ☐ Do I know how to contact those who make decisions about operating policies and the cost of my education, such as college/university administrators, financial officers, and trustees?
- ☐ Has my college/university announced an upcoming public comment session or town hall where I can make my voice heard to those making decisions?

Cost-Saving Options

- ☐ If my education begins on campus but is moved online due to the pandemic, will my tuition be discounted?
- ☐ Does my college/university allow students to opt out of paying fees levied for collegiate athletics, recreation, and other non-essential services?
- ☐ Do my courses and program of study provide options for no-cost online textbooks and materials?

Benefits & Refunds

- ☐ Do I have an itemized list of benefits and services that I am paying for and their associated costs?
- ☐ Does my college/university have a refund policy for student charges, such as tuition, fees, and room and board?
- ☐ Will I receive a refund should the following events occur?
 - ☐ In-person classes transition to online instruction
 - ☐ Students are required to vacate their residence halls
 - ☐ On-campus facilities and amenities become unavailable to students

For more information about the Tuition Payer Bill of Rights and how you can advocate for these rights at your college or university, visit www.tuitionrights.org.