



Office of the Chancellor

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Philip L. Dubois
Chancellor

Statement from Chancellor Dubois

April 9, 2020

Dear Niner Nation:

On Tuesday, we told you the UNC System shared system-wide guidance that parking fees were not eligible for reimbursement for the spring semester. That was true, and we were following the direction provided to us.

However, after further conversation with the System, we received **new guidance today** and each institution can now determine how to implement their parking refund policies.

I am pleased to announce that UNC Charlotte will be able to apply our established parking refund procedures with additional special considerations for the impact of COVID-19.

Students: Eligible students will receive a refund for the prorated amount of the permit type held by the student, calculated as of March 16, the day classes moved to online/remote delivery, and excluding any outstanding parking fees associated with the account. More details on the refund process will be provided soon.

Employees Who Purchased in One Payment: Eligible employees who paid in one payment will receive the prorated amount of the cost refunded to a credit card if that was the original form of payment or a check for the amount owed if originally paid by check or cash. The total refund will be calculated as of March 16, and it will be based on the standard proration schedule for each permit type and any outstanding parking fees associated with the account.

Employees with Payroll Deduction: For eligible employees who pay through payroll deduction, the last payment will be in the April 15 payroll. Because payroll deduction for parking is one month in arrears, individuals paying through that method will have paid for parking through March 15.

The prorated refunds of parking permits will be a manual process for our Parking and Transportation Services (PaTS) team. You will receive additional information within the next week, and you should expect to receive your refund within three to four weeks.

In the meantime, please make sure your direct deposit or permanent mailing address information is updated by visiting my.uncc.edu.

This remains a confusing time for all of us with rapidly changing information, but I am pleased we are now able to offer this to our students, faculty, and staff.

Thank you for your ongoing patience and support.

We will get through this.

Cordially,

A handwritten signature in black ink that reads "Phil".

Philip L. Dubois
Chancellor

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