

## **BUSINESS OFFICE COVID 19 – FAQ'S**

### **WILL I RECEIVE A REFUND?**

**Credits Applied to a Student's Account:** Students who have a zero balance or whose credit will exceed their balance will receive a refund.

### **WHO WILL RECEIVE A REFUND?**

Students who do not have a balance, or whose credit will exceed their balance. Students with a housing and/or meal plan charge will receive an adjustment to their student account. This does not mean everyone will receive a refund.

### **WHAT IF I HAVE A BALANCE ON MY ACCOUNT?**

Students with a balance will have the room and board credit (if applicable) applied to their student account which will reduce their balance. Any remaining balance will be due by the student.

### **HOW WILL I RECEIVE MY REFUND?**

**eRefund:** Students will receive their refund by direct deposit via the eRefund account they have set up. Once their account shows a credit balance, the refund will be processed the following week. Banks typically make those funds available to the student within one to three business days. (See below for instructions to set up your eRefund account)

### **WHEN WILL REFUNDS BE PROCESSED?**

If a credit has been posted to the student's account which results in a credit balance, the refund will be processed the following week. We plan to begin processing these refunds the week of November 16<sup>th</sup>.

### **HOW WILL MY REFUNDS BE PROCESSED?**

#### **Credit Applied to a Student's Account:**

Adjustments for room and meal plans charges will be processed during the next two weeks.

## HOW MUCH OF A CREDIT WILL BE APPLIED TO MY STUDENT ACCOUNT?

The following is a breakdown of the amount that will be credited to a student's account:

### *Residence Hall Charges:*

Students no longer living in our residence halls or graduate housing will be credited residence hall charges from November 2, 2020 through November 20th, which represents three (3) weeks out of the 12 weeks of housing for the Fall semester. The table below details the specific credit amounts based on the original housing charges.

<b>Housing</b>	<b>Original Housing Charge:</b>	<b>Amount of Credit to be Applied:</b>
Double Occupancy	\$2,900.00	\$725.00
Single Occupancy	\$3,624.00	\$906.00
Town Houses	\$4,416.00	\$1,104.00
Senior Suites	\$4,416.00	\$1,104.00
Living Center Single	\$4,416.00	\$1,104.00
Living Center Double	\$4,000.00	\$1,000.00

### *Meal Plan Charges (Required and Voluntary):*

Students will be provided a credit of charges from November 2, 2020 through November 20<sup>th</sup>, which represents three (3) weeks out of 12 weeks of meal plans. The table below details the specific credit amounts based on the original meal plan charges.

<b>Meal Plan Selected</b>	<b>Original Meal Plan Charge:</b>	<b>Amount of Credit to be Applied:</b>
224 Block Meal Plan	\$2,428.00	\$607.00
All Access Meal Plan	\$2,928.00	\$732.00
160 Block Meal Plan	\$1,824.00	\$456.00
80 Block Meal Plan	\$1,220.00	\$305.00

## **FINANCIAL AID**

Reduction of non-merit aid due to the decrease of cost of housing and/or meal plan may reduce a student's total refund amount.

## **HOW CAN I SIGN UP FOR eREFUND?**

To sign up for eRefund, please follow the process below:

- Log into PrideNet and click on "My Profile".
- Click "My Student Financial Portal" (on the left side of the page).
- Click "Student eBill/Payment Plan".
- Click "View eBill".
- Click the "Setup eRefund" button located below your account summary.

This will bring you to the CASHNet Portal, please complete the following steps:

- Click on your name on the top left.
- A page will open up. Click on Direct Deposit Refunds, half way down the page.
- Please note you will need your bank account and routing number for direct deposits. Confirm with your bank that you have the correct numbers for direct deposit.
- Follow the steps (please review the routing and account number to ensure they are accurate. Otherwise your refund will not go through).

## **WHO DO I CONTACT IF I HAVE QUESTIONS?**

If you have questions about your credit or refunds, please contact the Business Office at [businessoffice@springfield.edu](mailto:businessoffice@springfield.edu) or (413)748-3183.

We thank you for your patience and cooperation through this difficult time, and wish you and your family safety and good health.