

**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.

**Payment through Accounts Payable:** Students that made direct payments for college-sponsored trips that were cancelled will be refunded in their entirety, regardless of whether the student has a credit balance on their student account. Please see the sections below on **Student Travel – Athletes** and **Student Travel – Other** for additional information.

**HOW WILL I RECEIVE MY REFUND?**

**eRefund:** Students who have set up their eRefund account will receive their refund faster and safer. Once their account shows a credit balance, the refund will be processed that following week. Banks typically make those funds available to the student within one to three business days.

**Check:** Students who have not set up their eRefund account will receive a paper check mailed to the address the College has on file. It may take up to five days or more to receive the check and an additional one to three days before the bank makes those funds available to the student.

**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 by the following Friday. If a student's account is credited by April 10, 2020, the refund will be processed by April 17, 2020. eRefunds are processed first, and transmitted as soon as they are fully reviewed and approved; check refunds are paid on Fridays. As such, eRefunds may be available earlier in the week, while check refunds will be mailed on Friday.

**HOW WILL MY REFUNDS BE PROCESSED?**

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

The following refunds will be processed during the next two weeks, and posted to student accounts no later than Friday, April 10, 2020: residence hall charges, meal plan charges, Pride Dollars, Spring PEAC Skills Classes and other second half semester fees, and parking permit fees. Students who have a refund posted to their account that results in a credit balance will also receive a check or direct deposit, unless the College is notified that a student/family would like the credit balance to remain on the student's account. This notification can be sent to [businessoffice@springfieldcollege.edu](mailto:businessoffice@springfieldcollege.edu). Please be aware that federal regulations do not allow the College to hold Federal Title IV credit balances to the next academic year. As such, all

Federal Title IV credit balances will be refunded. Any credit balance refunds posted to a student's account by Friday, April, 10, 2020 will be processed by the following Friday, April 17, 2020.

**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 March 23, 2020 until the end of the semester, which represents seven (7) weeks out of the 15 weeks of housing for the Spring semester. The table below details the specific credit amounts based on the original housing charges.

<b><u>Original Housing Charge:</u></b>	<b><u>Amount of Credit to be Applied:</u></b>
\$3,520.00	\$1,642.67
\$3,590.00	\$1,675.33
\$4,400.00	\$2,053.33
\$4,785.00	\$2,233.00
\$4,855.00	\$2,265.67
\$5,115.00	\$2,387.00
\$5,360.00	\$2,501.33
\$5,410.00	\$2,524.67
\$7,200.00	\$3,360.00

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

Students will be provided a credit of charges from March 23, 2020 until the end of the semester, which represents seven (7) weeks of out 15 weeks of meal plans. The table below details the specific credit amounts based on the original meal plan charges.

<b><u>Meal Plan Selected</u></b>	<b><u>Original Meal Plan Charge:</u></b>	<b><u>Amount of Credit to be Applied:</u></b>
224 Block Meal Plan	\$2,945.00	\$1,374.33
All Access Meal Plan	\$3,555.00	\$1,659.00
160 Block Meal Plan	\$2,215.00	\$1,033.67
80 Block Meal Plan	\$1,480.00	\$690.67

***Pride Dollars (Meal Plan and Bookstore):***

Students who have funds remaining on their Pride Dollar and/or Pride Dollar Bookstore accounts will receive a credit of their 100% of their remaining balances to their student accounts.

***Spring PEAC Skills Class / Other Second Half Fees:***

Skills class and other fees related to a student's academic schedule that began after March 1, 2020 will be 100% credited to a student's account.

***Parking Permit Fees:***

Students with parking permit fees will be credited 7 weeks out of the 15 weeks of parking for the Spring semester. Annual permits amounts will be divided in half before the calculation for the Spring semester. The table below details the specific credit amounts based on the original parking permit charges.

<b><u>Parking Permit</u></b>	<b><u>Original Permit Charge:</u></b>	<b><u>Amount of Credit to be Applied:</u></b>
Full Time Resident Annual Permit	\$130.00	\$30.33
Full Time Resident Spring Only	\$65.00	\$30.33
Part Time Commuter Annual Permit	\$65.00	\$15.17
Part Time Commuter Spring Only	\$32.50	\$15.17
ROCE Annual Permit	\$25.00	\$5.83

**Payment through Accounts Payable:**

Travel-related refunds will be processed through Accounts Payable and a check will be mailed to the current address on file, in order to provide families with financial resources as soon as possible. These payments will be processed as requests are received and approved. Requests received and approved by Accounts Payable by Monday are paid out and mailed on Friday of the same week.

***Student Travel - Athletes:***

Refunds for any amounts provided by students or their families as direct payments for college-sponsored trips that were cancelled will be refunded in their entirety.

***Student Travel – Other:***

Refunds for any amounts provided by students or their families as direct payments for college-sponsored trips that were cancelled will be refunded in their entirety.

**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.

Please be aware the College is mainly working remotely, with limited staff available in the office for direct phone coverage. Staff are able to respond to emails and voicemails, and will do so as quickly as we can. Because we are using our own phones to return calls, our telephone number is blocked to protect a staff's privacy, so returned calls from the College may not show on Caller ID.

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