

## Student Financial Services Room and Meal Plan FAQs

### How was the amount of my refund determined?

Student Financial Services calculated the refund amount by examining each individual student's situation.

*Room charges* were prorated using the following percentage of unused days: 46.36%, based upon the type of room the student was living in on campus. Institutional scholarships and aid, meaning scholarships that come directly from Cedar Crest College funds, applied towards these charges will also be prorated.

*Meal plan costs* were prorated as follows:

- Students on *unlimited meal plans* were credited for 46.36% of the original value of the meal plan.
- Students on *block plans* (including commuter meal plans) were credited for 46.36% the original value of the meal plan.

If a student received any institutional scholarships and/or aid to support any portion of room and/or meal plan for the spring semester, a prorated amount of aid was adjusted against the room and/or meal plan credit from the student's account.

- In cases where the full costs of room and meal plan were covered by scholarships and aid, no refund will be issued.
- For any scholarship and financial aid questions not covered by the information above, please contact Student Financial Services at [financialservices@cedarcrest.edu](mailto:financialservices@cedarcrest.edu).

### What are the dates being used to calculate the prorated refund?

The effective dates for the determination of refund eligibility are March 17, 2020 through May 6, 2020.

### When can I expect to receive my refund?

Refunds will be processed on April 30, 2020 for eligible students.

### How will my refund be received?

Refunds will be issued via eRefund or paper checks. If you have not enrolled in eRefund, and would like to receive your refund electronically, log on to [my.cedarcrest.edu](http://my.cedarcrest.edu), then click on Student Financial Services, then CashNet payment portal system. If no banking information has been provided to the College, you will receive a paper check mailed to the address on file. Please allow at least two weeks to receive paper checks.

**Will students receive refunds for tuition and fees?**

The following tuition and fee charges remain non-refundable, as Cedar Crest continues to offer courses via virtual course delivery until the end of the spring 2020 term.

- Tuition
- Activity Fee
- Technology Fee
- Course Fees
- Health Insurance

**Where is the scholarship money going if it is not being refunded to the student?**

Financial aid and scholarships that were provided by the College to support room charges and meal plans will be used for that purpose in the future. Refunds are being provided to students and families who personally paid for their room and meal plan.

**If I owe the college money, will my refund be applied towards the amount I owe?**

Yes, all eligible students who receive a prorated refund must clear their balance due prior to receiving the refund. Therefore, refunds will first offset any outstanding balance on a student account.

**If I received permission to remain on campus, but then decided to leave at a later date, will I receive a refund?**

Student Financial Services will work with students who meet this criteria on a one-on-one basis.

**Are late fees being assessed to student accounts?**

As of March 20, 2020, Student Financial Services has not placed financial holds or assessed additional late fees on student accounts with an outstanding spring semester balance, in order to give families additional time to make payment arrangements. Late fees will also not be assessed for the remainder of the semester for students on the monthly payment plan. If you are on the payment plan, and are expecting a refund for your on-campus housing and/or meal plan charges, you may wait to make payment until after the adjustment has been made, with no penalty. Once refunds are issued, any past due balances will be due. Please contact [financialservices@cedarcrest.edu](mailto:financialservices@cedarcrest.edu) with any questions or concerns regarding your student account.

**Has the refund been adjusted for any room damages?**

No, rooms have not yet been assessed for damages. Residence Life is formulating a process to assess rooms for check-out and will contact students directly to discuss any damages beyond normal wear and tear that could result in a charge to the student. Additional questions regarding this process may be directed to the Dean of Students by emailing [kyle.dailey@cedarcrest.edu](mailto:kyle.dailey@cedarcrest.edu).

**Will the medical insurance remain in effect?**

Yes, medical coverage will remain in effect until July 31. The coverage can be used both in and outside of the United States.