

Spring 2020 Semester Refund FAQs

Housing, Meal Plan, and Parking Refunds

- **Who is eligible to receive a housing or meal plan refund?**
A student who was charged by the college for on-campus housing or any meal plan for the spring 2020 semester will be eligible for a refund.
- **Who is eligible to receive a parking refund?**
A student who was charged and paid for a residential or commuter parking permit for the spring term will be eligible. If you purchased a parking decal this academic year, a refund will be processed as follows: \$80 for residential students, \$32 for commuter students.
- **Do I need to apply for a housing, or meal plan, or parking refund?**
No, students do not need to take any action. The college has a record of all parking permits, students in college housing, and students currently on meal plans. All eligible students will automatically be issued a refund (after satisfaction of any outstanding balances).
- **How much of a refund will I receive for my housing?**
Housing will be refunded at 50 percent of the spring semester room-only rate.
- **How much of a refund will I receive for my meal plan?**
For all meal plans, students will be refunded 100 percent of all unused dining points remaining on their account as of March 23 (1 point = \$1). Students on Carte Blanche plans will be refunded a prorated portion for the period during which the dining locations were closed (March 23 through the end of the spring semester on May 18).
- **If I remain in campus housing during the college closure, will I receive a refund for housing and/or my meal plan?**
Students remaining in campus housing during the college closure **will not** receive a housing refund. Any meal plan refund will also be impacted by the duration of your stay.

Refund Processing/Student Accounts

- **What if I currently have an outstanding balance on my bill?**
Any refund generated will first be applied to a student's account should he or she have an outstanding balance.
- **When will refund checks be issued?**
The college plans to issue refund checks no later than May 29, 2020.

- **Can I get a credit instead of a refund toward next year's student account?**
Yes, as refunds will be posted to students' accounts, students may make a request that the funds remain on their account in lieu of receiving a refund check.

However, according to the U.S. Department of Education, a credit would be considered estimated financial assistance (EFA) when packaging these students with Title IV aid for the 2020-21 year. **As a result, a credit may limit the amount of aid students receive for the 2020-21 academic year.**

Additionally, this will have an impact on students whose entire aid package consists of scholarships, since it may force TCNJ to return those funds to the scholarship entity in order to prevent an over-award situation.

- **I am currently enrolled in a payment plan. Do I need to continue to make my payments or wait for the housing and meal plan credit to be applied?**
Reimbursement for housing and meal plans will first be applied to any outstanding student account balance. If that results in a credit balance on the student account for the spring semester (i.e., overpayment by you), our payment plan administrator will adjust your payment plan to utilize the credit, thus reducing (or possibly eliminating) the remaining spring 2020 plan payment(s).

Students will be reminded of the remaining payments, if necessary, toward the payment plan by CashNet. Once all adjustments have been made, any student account credit remaining after the payment plan obligations have been satisfied will be refunded to students.

- **I owe a balance and am unable to make payments during these uncertain times. Can you work with me?**
Absolutely. We understand these are uncertain times and that many students and families may find it difficult to pay their full student account right now. We just ask that you [contact the Office of Student Accounts](#) to make arrangements to pay what you can as you are able.

We are waiving late fees through June to assist families with flexible payment needs. Students whose family financial circumstances have materially worsened may also [email Student Financial Services](#) to update their information or [read more about guidelines for special circumstances](#) online.

Refunds for Financial Aid and Student Loan Recipients

- **I received financial aid during the spring 2020 semester. Does that influence my refund, or will my financial aid be affected?**
Students who received institutional scholarships (i.e., from the college rather than from the federal or state government) that fully covered tuition, room, and board charges **will not** receive refunds for their housing or meal plans.

- **I received student loans. Can I get a refund check if I received student loans?**

Yes, but please remember that you will still be responsible for repaying the loans in accordance with their terms. The federal government has developed several relief opportunities for federal student loans that include suspending interest and payments. Please visit the [U.S. Department of Education's federal student aid website](#) for more information.

Other Refunds

- **Will there be any refunds other than parking, housing, and meal plans due to completing the semester online rather than on campus?**

There will be no reimbursement for charges or fees other than those outlined for parking, housing, and meal plans. Instruction will continue online, and resources are being reallocated to accommodate the many changes brought about by the COVID-19 pandemic.