

Hello Marauders,

This communication from the Office of Student Accounts (OSA) seeks to advise you on the upcoming reduction of charges due to the COVID-19 pandemic that has affected the remainder of the Spring 2020 semester. It will answer several FAQs and provide guidance on what you can do to expedite a potential refund:

## WHAT COSTS AND FEES ARE BEING REDUCED?

Millersville University will be refunding a portion of the costs and fees that have been affected by students no longer remaining on campus past the extended Spring break period. These include:

Fee	Will it be refunded?	Amount of Refund
Tuition	No	0%
Housing	Yes	46.6%
Dining*	Yes	46.6%
Tech Fee	No	0%
Parking Fees	Yes	46.6%
General Fee**	Yes	46.6%

\* The calculation used to determine the reduction of charges takes into consideration unused portions of Fall 2019 meal plans that were rolled to Spring 2020 and your current balance – see below for greater detail.

\*\* The General Fee encompasses six items – Student Center Maintenance/Operations Fee, Student Activity Fee, Shuttle Bus Fee, Student Center Expansion Fee, and the Academic Support Fee. A breakdown of how this refund is being calculated will be provided below.

## WHEN WILL I SEE A REDUCTION IN CHARGES ON MY STUDENT ACCOUNT?

Students will see a reduction, in the fees referenced above, applied to their student account by April 10<sup>th</sup>. If this reduction in charges results in a credit balance, you *may* be due a refund. OSA will undertake the refunding process immediately after credit balances are created. The timeline of receiving a refund will depend on your preferred refund method set up with OSA. Students can check their current balance anytime through their [myVILLE Student Portal](#).

Please note, parking fees do not filter through OSA. They are handled through the MU Police Department (MUPD) and will be issued via check. Students who paid parking fees can expect to receive their refund check around April 17<sup>th</sup>.

## I AM CONFUSED; CAN YOU PROVIDE ME WITH SOME EXAMPLES OF DIFFERENT SCENARIOS IN WHICH I MAY BE DUE A REFUND?

It is important to remember that the COVID-19 adjustments are a reduction to previously charged fees and not every student may be receiving an actual refund. If you currently owe a bill to the university, your refund of charges will be applied to your balance due first and then any amount remaining would be refunded to you if applicable. The following examples are meant to help students understand how much their fees may be reduced by. If you relate to one of these examples, and your bill is currently resolved at a \$0 balance, chances are you will be receiving a refund.

### Example #1 – Undergraduate Student taking 15 credits; EPIIC Bucks Meal Plan with a current balance of \$600; Living in a Single Suite in West Villages; No Parking Pass

- Based on the portions of the General Fee that are eligible for refund, the reduction in charges for this student would total \$272.64.
- The student's current dining funds balance is less than 46.6% of its original cost (\$2100). Thus, they are eligible to receive their full current balance back, \$600.
- The original cost of this type of housing is \$4,953. With a reduction of 46.6%, the student would be due a refund of \$2,308.10.
- The student did not purchase a parking pass; thus, they are not eligible for this type of refund.
- This student would see a total reduction in charges in the amount of \$3,180.74.

**Example #2 – Undergraduate Student taking 12 credits; EPIIC Bucks Meal Plan with a current balance of \$850 and \$900 rolled over from Fall 2019; Living in a Double Suite in Shenks Hall; Full Year Resident Parking Pass**

- *Based on the portions of the General Fee that are eligible for refund, the reduction in charges for this student would total \$272.64.*
- *This student carried a balance over from the Fall (\$900), which is added to the total cost of their Spring Meal Plan (\$2100) in order to create a “Maximum Balance.” A student is eligible to receive a refund of 46.6% of their Maximum Balance or their Current Balance, whichever is less. Since this student’s current balance is the lesser of the two, they would be due a refund of \$850.*
- *The original cost of this type of housing is \$4,108. With a reduction of 46.6%, the student would be due a refund of \$1,914.33*
- *The student did purchase a parking pass for \$110. Half of this cost is allotted for Spring (\$55). A 46.6% reduction in costs means the student is eligible for a \$26 refund.*
- *This student would see a total reduction in charges in the amount of \$3,062.97.*

**Example #3 – Undergraduate Student taking 9 credits; Voyager Treasure Meal Plan with a current balance of \$200; Commuter with a Full Year Parking Pass**

- *Based on the portions of the General Fee that are eligible for refund, the reduction in charges for this student would total \$204.48.*
- *The student’s current dining funds balance is less than 46.6% of its original cost (\$600). Thus, they are eligible to receive their full current balance back, \$200.*
- *The student paid no housing fees, thus are eligible for no housing refunds.*
- *The student did purchase a parking pass for \$100. Half of this cost is allotted for Spring (\$50). A 46.6% reduction in costs means the student is eligible for a \$23 refund.*
- *This student would see a total reduction in charges in the amount of \$427.48.*

**Example #4 – Graduate Student taking 6 credits; No Meal Plan; Commuter with a Spring Parking Pass**

- *Based on the portions of the General Fee that are eligible for refund, the reduction in charges for this student would total \$136.32.*
- *The student paid no dining or housing fees; thus, they are not eligible for these types of refunds.*
- *The student paid \$68 for their Spring Only parking pass. A 46.6% reduction in costs means they are eligible for a \$32 refund.*
- *This student would see a total reduction in charges in the amount of \$168.32*

**Example #5 – Graduate Student enrolled in a fully online program**

- *Students who have been taking courses remotely through a 100% online program will not see a reduction in charges because they do not pay any of the fees that are eligible for refund.*

**I BELIEVE I AM DUE A REFUND, WHAT IS THE FASTEST METHOD TO RECEIVE IT?**

Millersville has partnered with Nelnet Campus Commerce (NCC) to issue refunds on behalf of the University. After your refund has been processed with OSA, NCC will issue your refund via paper check within 7-10 days. To confirm your mailing address is accurate, please visit <https://millersville.afford.com>.

To expedite the processing of your refund, you can sign up for Direct Deposit with NCC; refunds via direct deposit are generally received in 3-5 days. To provide your banking information and receive your refund via direct deposit, please visit <https://millersville.afford.com>. If you have never logged into this site before, you will need to click on “Resend Registration Email” on the landing page in order to receive an individualized link that will direct you to a secure page to enter you banking information. Please use your MU email address to complete this process for authentication purposes. If you need further assistance with this process, please call Nelnet directly at 1-800-722-4867.

Because parking fees are being refunded via paper check, please login to MAX and make sure your physical address is up to date as well!

## **I USED A VARIETY OF PAYMENT SOURCES TO RESOLVE MY SPRING 2020 BILL, WHAT DOES THIS MEAN FOR MY REFUND?**

So long as you remain enrolled in the spring semester, federal Title IV aid will not be adjusted due to the reduction of fees. If you used federal aid to pay 100% of your bill and it is currently resolved (\$0 balance) chances are you will receive a refund. However, if your bill was paid by other means, or if you currently owe a balance, it is possible that your aid may be adjusted and/or your refund will be reduced based on your current balance due. Important things to keep in mind:

- If a Parent PLUS loan paid all or a portion of your charges, your parent may receive all or a portion of the refund that is created.
- Scholarships will be reviewed on a case-by-case basis. OSA is bound by the rules of the scholarship issuer. Every account that received a scholarship payment, whether internal or external, will have to be evaluated to determine the impact a reduction of charges has on each individual student.
- Students who paid Spring 2020 charges using a contract, waiver, or VA Benefits may see a reduction in that aid. A thorough evaluation will be conducted to determine refund eligibility before funds will be released. This may delay your refund.
- If you still owe a balance to the university, your balance due will be deducted from your refund amount first and then you will be refunded the difference (if applicable).

## **I WOULD PREFER MY CREDIT BALANCE BE RETAINED FOR A FUTURE SEMESTER; HOW DO I ACCOMPLISH THIS?**

If you used Financial Aid to pay your Spring 2020 charges, we cannot retain your balance for future use. However, if charges were paid with personal payments or TAP Funds, this could be an option for you. Please contact OSA at [osa@millersville.edu](mailto:osa@millersville.edu) with your M# and your request ASAP to see if this option is available based on your unique circumstances.

## **I WOULD LIKE MY CREDIT BALANCE TO BE APPLIED TO MY LOANS BORROWED SO THAT I CAN REDUCE MY LOAN DEBT; HOW DO I ACCOMPLISH THIS?**

The Office of Financial Aid strongly encourages students and/or parents to use any refund issued to pay back a portion of loans borrowed. If you utilized federal student loans, federal PLUS loans, or private loans to help pay for your education - you can use all (or a portion) of your refund to make a payment towards your loan(s) which will reduce your overall loan debt and interest that is accruing.

To make a payment to your loan(s) you will want to contact your lender directly.

**Federal Student Loans:** Go to <https://nslds.ed.gov> to view your lender

**Federal PLUS Loans:** Go to <https://nslds.ed.gov> to view your

**Private Loans:** Contact the lender with whom you applied.

## **I HAVE A BALANCE DUE TO THE UNIVERSITY; WILL I STILL RECEIVE A REFUND?**

If your reduction in charges is greater than the amount of your balance due, you may still receive a refund. Otherwise, the outstanding balance will be deducted from the amount in which your charges have been reduced.

OSA's refunding rules are governed by federal regulations. Students who have outstanding charges for institutional fees (health services, judicial affairs, late fees, etc.) and have had Title IV aid pay to their account during the Spring 2020 semester may still owe a balance after their refund has been issued. Please review your student account balance via the [myVILLE Student Portal](#) once your refund has been issued. If a balance is due, please promptly pay or contact OSA for further explanation.

## HOW WAS THE GENERAL FEE REFUND CALCULATED?

The General Fee encompasses six separate fees that percentages of the collected funds funnel into:

**Student Center Maintenance/Operations Fee** – being refunded at 46.6%

**Student Activity Fee** – being refunded at 46.6%

**Shuttle Bus Fee** – being refunded at 46.6%

**Student Center Expansion Fee** – being refunded at 46.6%

**Health Services Fee** – not refunded; students continue to have access to the Health Center through a variety of methods during their time off campus. If you would like more information on these options, please contact [hservices@millersville.edu](mailto:hservices@millersville.edu) or call (717) 871-5250.

**Academic Support Fee** – not refunded; students continue to be supported in their educational progress through a variety of methods during their time off campus. Please visit our Coronavirus Update page at <https://www.millersville.edu/coronavirus/> for the most up to date resources.

## HOW WAS MY DINING REFUND CALCULATED?

A calculation involving rolled over meal plan balances from Fall, current balances and the cost of a students' Spring meal plan is being used to create dining refunds:

- *Fall Meal Plan Balance Rolled to Spring + Spring Meal Plan Cost = **Maximum Balance***
- Please note, in all cases, the reduction in charges will be the lessor of a student's current balance or 46.6% of the maximum balance calculation.

If you would like further clarification, please contact Heather Keck at [hkeck@millersville.edu](mailto:hkeck@millersville.edu).

## WHAT ABOUT THE FUNDS I HAVE ADDED TO MARAUDER GOLD?

Marauder Gold balances are separate from dining funds and do not expire. These funds will be available for use upon your return to campus. If you are graduating or will not be returning to campus, please contact OSA to discuss the matter further.

## WHO DO I CONTACT IF I HAVE ADDITIONAL QUESTIONS OR CONCERNS?

All staff members are working remotely in accordance with governmental guidance. Currently, email is our sole method of student communication and response times may not be immediate. We appreciate your patience and understanding during these uncertain times. Please be sure to include your Millersville ID # on all communication to expedite response times and so that your account can be properly identified:

**Office of Student Accounts**

[osa@millersville.edu](mailto:osa@millersville.edu)

**Office of Financial Aid**

[fa.mail@millersville.edu](mailto:fa.mail@millersville.edu)

**Housing**

[housing@millersville.edu](mailto:housing@millersville.edu)

**Dining**

[hkeck@millersville.edu](mailto:hkeck@millersville.edu) (Heather Keck – for questions specifically regarding Dining refund calculations)