

## Frequently Asked Questions about Room and Board Credits

### **Will I receive a credit for room and All Access meal plan charges if I moved off campus as a response to COVID-19?**

- For students who left the residence halls on or before March 20, the university will be crediting residential student accounts for spring 2020 room and All Access meal plan charges for the period starting on March 20 and running through May 1, 2020.

### **When will I see the credit applied to my student account?**

- These adjustments will be visible in the student finance section of the MUHUB on or about April 24, 2020. All credits will be first applied to any remaining balance owed to the University. While summer charges are currently reflected on the MUHUB, those charges are not due at this time.

### **Will I receive a housing credit if I had to remain on campus?**

- You will not. Students who continued to live in campus residence halls will not receive a credit for room and board.

### **Will I receive a housing or rental credit if I live in a campus house, apartment or at the Overlook apartments?**

- You will not. Students who reside in campus houses and apartments, including the Overlook, will not receive a credit for rental charges. These students were not asked to leave campus as a result of COVID-19.

### **Will I receive a credit for any unused flex dollars [formerly, Knight Bucks] or meal swipes?**

- **For All Access Meal Plans**, any student who has unused flex dollars [formerly, Knight Bucks] will have the ability to utilize those dollars through December 31, 2020. The student will have these “leftover dollars” in addition to the new funds and meals available on the student’s fall 2020 All Access Meal plan.
- **For Commuter Meal Plans**, including the \$200 required commuter meal plan, any student who has unused flex dollars [formerly Knight Bucks] will have the ability to utilize those dollars through December 31, 2020. The student will have these “leftover dollars” in addition to the new flex dollars and meals available on any Fall 2020 newly purchased or required commuter meal plan.

### **I am a commuter who had unused Meal Swipes on my commuter plan. Will I be able to use those?**

- Yes! Commuters who have commuter meal plans with unused meal swipes for the Dining Commons will be able to use those meal swipes through December 31, 2020. If you purchase a new commuter plan, you will have those meals in addition to the leftover swipes.

### **What if I am graduating in May 2020? What happens to my unused flex dollars associated with an All Access Meal Plan or the flex dollars and meal swipes left on my Commuter Meal Plan?**

- If you are graduating in May 2020, once you have met graduation requirements, Marian will credit the value of the leftover meal swipes and unused dollars to your student account. Those credits will be applied to any unpaid balance and any credit will be refunded to you with no action on your part. These adjustments will be posted to student accounts on the MUHUB after May 15, 2020.

**Do I have to take any action to receive a refund on my student account from these credits?**

- Students who have any type of federal aid on their spring 2020 student accounts will not need to do anything to receive a refund. If you had a student loan, federal Parent Loan, federal Pell Grant, Federal Supplemental Educational Opportunity Grant or a Federal Teach Grant, your refund will be sent with no action on your part.
- Students who had no federal aid in spring 2020 will need to contact the Business Office at [busoff@marian.edu](mailto:busoff@marian.edu) to request the credit balance on your account to be refunded. Once bills for Fall 2020 have been posted, the credit will remain on the account will be applied to that term and will not be available for refund.
- Seniors graduating in May 2020 who have completed the MUHUB graduation application do not have to take any action to receive refunds of these credits.

**If I wish to use any credit on my student account toward a future semester, what do I do?**

- We have already heard from many families that this is their desire. If there was no federal aid posted to the student account for the spring 2020 semester, the credit on your account will be held unless you direct us to release it to you.
- Students who used federal aid for spring 2020 must be issued a refund. Once you receive your refund, we encourage you to consider using these funds to pay for summer or fall 2020 costs by either paying online at [www.afford.com/marian](http://www.afford.com/marian) or by mailing a check to: Business Office, 3200 Cold Spring Road, Indianapolis, IN 46222.

**I am graduating. Will my credit be refunded to me automatically?**

- May 2020 candidates for graduation who completed the MUHUB graduation application may expect any credit on the student account to be automatically refunded with no action required by the student. If you ever requested us to hold your credit, please reach out to have this hold removed from your account.

**How do I set up direct deposit for my refund?**

- If you do not currently have direct deposit set up in Marian University's student refund system, follow this link <https://marian.afford.com/> to create an account and set up your information. Please do not email or leave banking information in a voice mail. If you have difficulty setting this up, please call the Business Office at 317.955.6020, and a staff member will assist you.