COVID-19 Student Account Charge Adjustments/Refunds
Frequently Asked Questions

Q. Why am I not being refunded tuition and technology tuition/academic enhancement/student success fees?

A. Given that the university is providing full educational and student services, tuition (of which the technology tuition fee is a component) and other academic/student service fees (academic and student success fees) will not be adjusted. This methodology follows federal guidance which, in summary, indicates that if a university will not be providing services for which the student has been charged, an appropriate adjustment should be made to the students’ accounts. Therefore, our refund plan is to provide adjustments to room, board, and certain fees (i.e. recreation fee) that will no longer be provided and which were charged to the student.

Q. Can I apply my refund to a future semester?

A. No. All student account credit balances resulting from the COVID-19 charge adjustments will be refunded.

Q. What action should I take if I paid all or a portion of my student account with 529 plan funds?

A. The Bursar’s office does not provide tax advice. Questions regarding the impact of the COVID-19 refund on your 529 plan should be directed to your plan administrator as soon as possible to avoid potential tax ramifications. A full statement of activity for the spring semester, including the COVID-19 refund (once processed) can be obtained from MyHusky. If you have further questions, please contact the Bursar’s office at 570-389-4013. The staff is working remotely and will answer your call within 24 hours.

Q. I already signed up for direct deposit. Do I need to sign up again for the COVID-19 refund?

A. No.

Q. Can we direct the COVID-19 refund to a parent bank account instead of a student bank account?

A. Yes. You may designate your refund to any bank account. Adding an account or changing an account can be done in MyHusky. Please make any additions or changes by March 24. The COVID-19 charge adjustments will begin processing on March 25.

Q. How do I sign up for direct deposit?

A. If you are entitled to a refund of the credit balance, after the charges for spring 2020 has been adjusted due to COVID-19, you can sign up for direct deposit via your MyHusky account. You only need to do this once, unless your information changes. To see a description of the process and instructions go to https://intranet.bloomu.edu/bursar, scroll to Related Links at the bottom of the page and select the second link – Direct Deposit Student Refunds. It will be necessary for you to log in with your MyHusky ID and password in order to see the instructions to set up direct deposit via your MyHusky account.
The refund process will be expedited by signing up for direct deposit. If you choose not to enroll in direct deposit, any refund checks will be mailed to your home address.

Q. **Why is there a difference between the sum of my student account charge adjustments and my refund?**

A. In the majority of cases, there may be a difference between the sum of the student account charge adjustments and the refund due to the following:

- There was an outstanding balance on the student account prior to the charge adjustments that was not fully satisfied by the charge adjustments.
- The charge adjustments were less than the amount of the final payment plan payment. **NOTE:** The final payment plan payment was cancelled for everyone enrolled in a payment plan prior to adjusting the student accounts. The reason for doing so was twofold, the majority of the final payments were more than covered with the charge adjustments and, secondly, the Bursar’s office wanted to give folks an opportunity to “re-settle” if they still owed a balance after the adjustments (this will not affect many) given the disruption and potential personal financial uncertainty caused by COVID-19. The Bursar’s office will be reaching out to folks who were on a payment plan that still have an outstanding balance despite the charge adjustments.