



Lake Forest College Student Accounts COVID-19 FAQs

Q: Will there be any adjustments to charges since students can no longer reside on-campus?

For all students who received room and board charges for this semester and who are now required to leave campus, the College will be providing a reduction in room and board charges. The reduction will be customized for each resident student based on the specific meal plan and room type selected this semester.

Q: What will happen to my meal plan and/or flex dollars?

- **Boomer Bucks** are supplemental dollars that come with meal plans purchased by resident students. The remaining balance from the Spring 2020 semester will be rolled over to the Fall 2020 semester.
- **Commuter meal plans** purchased in the Spring 2020 semester will also rollover to the Fall 2020 semester.
- **Flex Dollars** are supplemental declining balance funds purchased directly from Parkhurst Dining that would have been added to your ID Card. These funds would have been purchased by Commuter students, faculty and staff. Your flex dollars account will remain active as long as there is activity with-in a 12 month period.
- Graduating seniors with unused Boomer Bucks, Commuter meal plans, and/or flex dollars will receive a credit on their student account.

Q: Will adjustments be made for students who have appealed to remain on campus?

Students who receive approved exceptions to continue residing on campus this semester will not be reimbursed for room and board and will continue to have access to their existing meal plan.

Q: When will adjustments be made to student accounts?

During the week of March 23, the Business Office will begin applying reductions and credits to individual student accounts. An announcement will go out to all students via email after all accounts have been adjusted.

Q: How do I check my student account?

To access your billing statement online:

- Log into your Forester Account at <https://my.lakeforest.edu/ics/>.
- Click on **“Students.”**
- Click on **“My Account.”**
- In the **View My Account** Information box, click **Billing Statement.**
- If you have a negative amount in the box in the top right corner, this means you have an overpayment. You may choose to receive a refund or the overpayment will be applied to next semester.



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Q: I am a senior and will not be here next semester, will I receive a refund of my room and board charges?

The College will be providing a reduction in the room and board charges for each student, based on the recent necessity to ask resident students to leave campus. The reduction will be customized for each resident student based on the specific meal plan and room type selected this semester. Graduating seniors with unused Boomer Bucks, Commuter meal plans, and/or flex dollars will receive a credit on their student account. If the credit results in an overpayment, a refund will be generated automatically after graduation.

Q: What can I do if I have an overpayment on my student account?

Students may request refunds by emailing StudentAccounts@lakeforest.edu. If a refund is not requested, the overpayment will be applied to next semester.

***NOTE:** Seniors do not need to submit a refund request. Refunds for graduating seniors will be run automatically after graduation.*

Q: Can I come into the Student Accounts office to pick up my refund?

No. Lake Forest College issues refunds through Paymerang, electronically. If you did not register for ACH payments through Paymerang at the end of February, the Paymerang system will issue an eCheck to the student at their Lake Forest College email address.

Q: How do I sign up for a refund by ACH?

Most students received an ACH enrollment email from notifications@paymerang.com in February. If you received an email from Paymerang and did not enroll, send an email to support@paymerang.com and ask for them to resend the activation link.

Q: I did not sign up for ACHs from Paymerang. How do I retrieve my electronic check?

Information on how to retrieve your eCheck can be found [here](#).

Q: How do I contact the Business Office?

Effective Monday, March 23, 2020 the Business Office converted to remote service. You may contact Business Office employees by phone or email. Contact information can be found by clicking the link here: <https://www.lakeforest.edu/offices/business/>

Q: I am receiving financial aid. Will my financial aid be impacted?

No, financial aid will not be impacted as a result of the adjustments made to a student's account.



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Q: Will my health insurance coverage follow me off-campus?

The **Health Insurance Fee** covers the cost of premiums to the insurance carrier and the cost of administering the group sickness and accident plan which provides world-wide coverage. Students enrolled in the College's health insurance coverage are covered for medical services until August 14, 2020.

Q: I am an international student. Will the Student Insurance cover me if I go back to my home country?

Yes. However, there is an exclusion for eligible expenses within your home country or country of origin that would be payable or medical treatment that is available under any governmental or national health plan for which you could be eligible. Please review the full policy online at: www.gallagherstudent.com/LakeForest.

Q: What resources are available for students experiencing financial emergencies due to COVID-19?

The college is committed to supporting students who are experiencing financial difficulty or incurring additional expenses as a result of COVID-19. Students who are experiencing financial insecurity may submit an appeal to the financial aid office. <https://www.lakeforest.edu/admissions/finaid/forms-special.php>

Students who live off campus and cannot afford Wi-Fi may find [this information](#) useful.

Q: Will the College offer a tuition and fee discount for the Spring Term?

The College is not closing, and faculty will continue teaching courses through online and remote applications. Students will receive course credits, and tuition will not be discounted.