



The Office of Student Accounts

Lake Forest College
555 North Sheridan Rd.
Lake Forest, IL 60045

Student Accounts COVID-19 Financial Update 26-Mar-20

Dear Foresters,

The Student Accounts and Business Office teams understand the nation's recent COVID-19 (CV19) challenge and its potential to create a negative financial impact on our Lake Forest College families. We are all dedicated to assisting you as best we can during this time. However, due to the new social distancing guidelines, our assistance will remain virtual and remote until further notice. Still, with the same quality of service excellence, you entrust us to provide.

We have received some questions and concerns such as, "What will happen to room and meal plans and other costs incurred for the spring 2020 semester?" We want to assure you that we hear your concerns, and we are working hard to provide answers to your questions. Below is a summary of the measures the College and its partners have taken to alleviate some of the financial concerns our families could potentially have during this time. Additional information answering specific questions you may have can be found on the student accounts website by clicking here: [Lake Forest College Student Accounts COVID-19 FAQs](#).

Reductions and Adjustments

We will be making the following reductions and/or adjustments to student accounts, as listed in this document. Please note, not all students will fall into one of the categories below. **For those who have completed the Intent to Graduate Form for Spring and Summer 2020, please see the special note for graduating seniors below.**

Room and Board CV19 Reduction

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.

Boomer Bucks CV19 Adjustment

These are supplemental dollars that come with meal plans purchased by resident students. The remaining Boomer Bucks balance from the Spring 2020 semester will be rolled over to the Fall 2020 semester.

Flex Dollars CV19 Adjustment

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 within a 12-month period.

Commuter Meal Plan CV19 Adjustment

Commuter meal plans purchased in the Spring 2020 semester will also rollover to the Fall 2020 semester.

Parking Permit CV19 Reduction

A \$50 reduction of the vehicle registration cost will be applied to your student account.



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Lake Forest Work Study CV19

There are two types of Work Study assignments on Lake Forest College's campus. There is *Lake Forest Work Study* and *Federal Work Study*. The differences between the two are as follows:

- **Lake Forest Work Study** may be assigned to students who do not have a federal work study award as a result of filling out a FAFSA. An example of a student in this category would be an international student ineligible for the FAFSA. For students receiving the Lake Forest Work Study appointment, there will be an appropriate credit placed on your student account labeled **Lake Forest Work Study CV19**.
- **Federal Work Study** may only be assigned to students who have completed a FAFSA. For students receiving a Federal Work Study appointment, there will be a payment added to your March 27 payroll check. You are able to view the amount on your ADP pay statement.

See [LINK](#) for Student Employment FAQs.

Special Note for Graduating Seniors

Graduating seniors with unused Boomer Bucks, Commuter meal plans, and/or flex dollars will receive a credit on their student account. Any refunds due to graduating seniors will be automatically processed at the end of the term if not otherwise requested.

General Refund Information

Lake Forest College uses Paymerang to process student account refunds. At the end of the semester, if your student account reflects a credit balance you have the option to request a refund. All student refunds are paid out electronically. If students have not yet signed up for Paymerang ACH direct deposit, they will receive another Paymerang ACH invitation from notifications@paymerang.com on or around Mar. 27, 2020. If you are having difficulty enrolling or if your phone number looks incorrect, please email support@paymerang.com directly. If you do not receive a Paymerang ACH invitation, this means information such as your phone number is not on file with the college. If you would like to enroll and did not receive a link, please email accountspayable@lakeforest.edu to have your personal information updated. If you expect a refund this year, please sign up for ACH **within two weeks of receiving the Paymerang invitation**.

Requesting a Refund

Refund requests must be made by email to StudentAccounts@lakeforest.edu. Only after requesting a refund can the refund be processed. **All refund requests must be made by the student**. An email notification will be sent after the refund has been processed and the ACH should be in your bank account the next business day.

If you do not enroll with Paymerang for ACH, your requested refund will come as an electronic check to your College email account.