

FERRIS STATE UNIVERSITY

OFFICE OF ADMINISTRATION & FINANCE

March 27, 2020

Re: COVID-19 Room & Board Refund Information

Dear Students, Parents & Guardians,

We hope that you and your family are safe and continue to stay healthy as we all work through the challenges of this COVID-19 outbreak.

We understand that many of you have questions and concerns related to refunds for residence halls and dining. We want to address your concerns as quickly as possible.

Students who have left campus will be given a prorated credit, which will vary based on the original room and board rates that were charged. Room and board charges that were offset by the University, or Ferris-provided scholarships and grants in excess of tuition and fees, are not eligible for a refund. We are finalizing the process and timeline for the issuance of the credits and will share additional details soon as they become available. We are targeting having these credits posted within two weeks.

The credits, when posted, will first be applied toward any outstanding balance that is due and will reduce or eliminate any remaining payment plan balances. Credits will be applied to your Summer 2020 or Fall 2020 account. Upon notification that a credit has been posted to your account, you will be presented with an option to request a direct refund of the credit balance.

Although we are not physically in our campus offices, we are ready and available to assist you during our normal business hours, Monday through Friday, 8 a.m. to 5 p.m.

Student Financial Services	stufinserv@ferris.edu	(231) 591-3972
Housing and Residence Life	Housing@ferris.edu	(231) 591-3745
Dining Services	diningad@ferris.edu	(231) 591-2210

We appreciate your patience as we continue to work through these important details.

Sincerely,

Jim Bachmeier
Vice President of Administration & Finance