

Room and Meal Adjustments FAQ Spring 2020

Where can I see my adjustment?

If you received a room and/or meal adjustment, you may view the amount under your Student Services Finances tab at <https://selfservice.wbu.edu/selfservice/Home.aspx>.

How was my meal adjustment calculated?

- For those with Flex 150 or Flex 190 plans, the adjustment is based on the number of meals used on the plan selected.
- For those on Meal Plans 5, 10, 14 or 19, the adjustment is prorated based on meal plan charges for the remainder of the spring term after March 23.

How was my dorm adjustment calculated?

For students with a WBU room charge, the adjustment is prorated based on room charges for the remainder of the spring term after March 23.

When will I receive the credit check?

Adjustments were posted to the student accounts on May 12th. If this created a credit, not caused by scholarships, a credit check will be mailed to the address on file on May 15, 2020. If you have direct deposit set up with the business office, it will be available May 15, 2020.

Why didn't I get an adjustment if I had scholarships and I paid out of pocket?

If your WBU scholarships exceeded your room and meal plan adjustment amount, you do not qualify for that adjustment. A proration of Wayland campus room and meal plans will not result in an adjustment to a student of a credit created by a Wayland Scholarship (includes all types).

Why was the adjustment applied to my outstanding balance?

The adjustment is posted on your student account to offset the original room/meal charges posted at the time of registration.

Why was my adjustment reduced?

Your total room and meal adjustment was reduced by the amount of WBU scholarship that exceeds your tuition.

Who do I talk to with any questions?

Please contact the Business Office at 806-291-3445 or email businessoffice@wbu.edu during normal business hours.