Collecting Non-Payment of Tuition and Fees

For students who withdraw during semester with an outstanding balance:

Collections Supervisor receives copies of student withdrawal forms from Student Support Services weekly.

If student has outstanding net current term balance, R&T holds are placed.

Work with financial aid to verify that all returned financial aid has been charged to student account.

Mail certified reminder letter to any student with balance of $75 or higher.

After 30 days, account is reviewed and if no action has taken place, account is sent to collections.

For graduating seniors, a reminder is sent after 1st installment due date also.

Final semester due date passes:

Holds are placed on student transcripts and registration if balance exists.

Send past due notice to students via email in long semesters.

After the final late registration date in the next semester, send 1st collection letter to student via mail.

Does student contact us to make repayment arrangements?

If student pays in full, done. If not, Collections Supervisor drafts a repayment plan.

When student agrees with plan, they sign it and student is removed from collections list.

Twice per year, outstanding repayments agreements are analyzed and follow-up action taken.

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Twice per year, outstanding repayments agreements are analyzed and follow-up action taken.
After 30 more days, send to collections all students for which no satisfactory repayment arrangements have been made.

After 4 years, accounts are recalled from collections and written off if no significant activity.