**Purpose**
During the course of the semester or year, students may incur additional fees, fines, or assessments that must be paid in full at the time they are billed. When an account becomes delinquent, collection efforts are initiated.

**Policy**
All student accounts are required to be paid in full each semester by the due date and before any registration for subsequent semesters is allowed.

**Procedures**
When an account becomes delinquent, the following steps are taken in this order:

- An overdue notice is sent to the student, and a hold is placed on the student’s account. The student is restricted from registering for the subsequent term, and release of transcript and diploma are restricted.
- A series of three consecutive dunning letters is sent to the student’s email or mailing address of record.
- Following failure to resolve the account balance, the account is referred to an outside collection agency.

**Guidelines**

**I. Active Students**
Registration occurs approximately mid-term for the following term. Students with delinquent balances receive an e-mail advising them that registration for the following term is conditional. The e-mail reviews financial aid procedures and offers assistance to students needing special arrangements. If the university does not receive payment in full or acceptable payment arrangements have not been made with the Bursar’s Office, the student will be unable to register for the subsequent term.

**II. Inactive Students**
Students who leave the university owing a balance and without making payment arrangements receive a letter approximately 30 days after the start of the first term they are not registered. It asks for immediate payment or to make payment arrangements.

A series of two additional collection letters may follow, each depending on the student's response to date. The later letters warn of referral to a collection agency or legal action. The last letter is a "Final Notice" that the account is being given to an outside collection agency.
## III. Collections

Inactive students that fail to make acceptable payment arrangements will be forwarded to an outside collection agency. Once an account is forwarded to an outside collection agency students will have to contact that agency for payment arrangements as this balance will be reported to the major credit bureaus.

Accounts that require further collection including action taken by an attorney for collection efforts will be subject to incur any and all fees associated with this action.

## IV. Holds

Student accounts with an unpaid balance will have a hold placed on their account preventing registration. All holds will prevent the release of transcripts and diplomas as well as further registration until the balance is paid in full. No exceptions will be made to release a transcript/diploma under any circumstances on an account with a balance.

## V. Balance Write Off

Uncollectible accounts are written off to the allowance for uncollectible debt. The Bursar’s Office initiates such write-offs. Approval levels are as follows:

<table>
<thead>
<tr>
<th>Title</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate Bursar</td>
<td>up to $5,000</td>
</tr>
<tr>
<td>Bursar</td>
<td>over $5,000 and up to $15,000</td>
</tr>
<tr>
<td>Controller</td>
<td>over $15,000</td>
</tr>
</tbody>
</table>

Write-off of an account in no way forgives the debt to the university on behalf of the student. Rather, write-off is an administrative action taken to adhere to accounting policy. The university maintains records of accounts written-off, and will reinstate collection activity if the former student requests transcripts or any other university services, or if new credit reports or other information become available.

## Responsibilities

The Bursar’s Office is responsible for day-to-day collection efforts on student accounts. Executive Administration (President, Provost, CFO) are responsible for enforcement of policy regarding allowing students with balances to register, receive transcripts, and receive diplomas.