

**POLICY**

Effective Date: November 15, 2006

Approved By: President's Council

Authority: S.A.A.M. 85.54

Cancels:

See Also: POL-U5352.10 Writing off Uncollectible AccountsPOL-U5352.13 Charging and Billing Fines**POL-U5352.08 COLLECTING ACCOUNTS OWED TO THE UNIVERSITY**

***This policy applies to all university departments that charge for goods or services provided to students and the public. This policy does not apply to the collection of fines.***

**Definitions:**

Student Account – the record of charges, payments, and adjustments for each student including student tuition, fees, on-campus housing and certain other campus charges. Every student has a student account. Most financial aid money is directly credited to the student account. Fines, amounts charged as a penalty for a statute or rule violation, are not included in charges to the student account.

General Receivable Account – the record of charges, payments, and adjustments for non-student customers. Fines are not included in charges to the account.

Past-due Account – accounts with charges that have not been paid by the due date.

**1. Bursar Collects All Accounts Owed to the University**

The Bursar collects accounts that are owed to the university.

EXCEPTIONS: Must be approved in writing by the Vice President for Business and Financial Affairs.

**2. Bursar Pursues Collection of Past Due Amounts**

The Bursar performs due diligence in collecting past due amounts. This includes but is not limited to telephone calls, mailings, special payment arrangements, litigation, and referral to collection agencies.

**3. Bursar Assesses Interest, Late Fees and Collection Related Charges**

The Bursar will assess interest, late fees and other charges related to collection activity in accordance with the university's Fees and Rates book. The Bursar will charge interest on all accounts thirty days past due, in accordance with state regulations.

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#### **4. Bursar Places Hold on Past Due Accounts**

An account hold will prevent a student or general receivable customer from receiving goods or services from the university until the account is returned to good standing. This includes receiving transcripts, registering for classes, or receiving other student or customer privileges.

#### **5. Bursar Cancels Certain Uncollectible Accounts**

The Bursar will cancel accounts owed to the university when the account holder:

- a) Is deceased, or
- b) Is totally and permanently disabled, or
- c) Documents extreme hardship.

#### **6. Bursar Maintains Documentation**

The Bursar will maintain documentation of each cancelled account including the reason for the cancellation.