

MANUAL OF PROCEDURE

PROCEDURE NUMBER: 3149

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PROCEDURE TITLE: Recording and Collecting Student Financial Obligations

STATUTORY REFERENCE: Section 1010.03, Florida Statutes

BASED ON POLICY: III-1 College Business Affairs

EFFECTIVE DATE: December 15, 1969

LAST REVISION DATE: September 6, 2024

LAST REVIEW DATE: September 6, 2024

I. PURPOSE

To provide an administrative process for the orderly and accurate method of recording and collecting student financial obligations.

II. PROCEDURE

A. Student Financial Obligations

Students who receive services for which a financial obligation is incurred must pay their obligation by the designated due date. The College will send notices to students with an outstanding balance before the specified due date. Students may review their tuition and fee due date on the payment invoice, which is available within the student portal.

Following are some of the actions/activities that may lead to a student's financial obligation:

1. Additions or changes in registration activity.
2. Changes in residency status, financial aid awards, third-party coverage/payments, book advance charges, and other course fees or special fees assessed to a student.
3. Failure of any third party to timely tender to the College full payment for any outstanding amounts.
4. Returned payments made to the College by checks, e-checks, credit cards, or any other non-cash payment method.
5. Other unpaid charges.

B. Notification Process

The College's collection efforts on all past-due accounts include the following:

1. A Student Financial Services representative or its designated collection agency may contact the student by phone/e-mail, including any cell phone numbers, regarding any outstanding account balance.
2. Collection Notices will be sent to the student with a description of the charges, the amount owed, and the debt term.


C. Financial Holds

If a student's outstanding debt is more than \$200.00 and it is not paid by the due date, a financial hold will be automatically applied to the student record withholding certain privileges until the outstanding financial obligation is satisfied.

1. A financial hold created as a result of a financial obligation exceeding \$200.00 will withhold privileges for registering in any classes until the satisfaction of outstanding financial obligation(s).
2. A financial hold shall be removed from the student record when the outstanding financial obligations have been satisfied.
3. The College Provost/Designee may approve an exception to any financial hold authorizing a student to register for classes.

D. Collection

1. The College's financial obligation collection efforts will be made on past-due accounts.
2. Collection Notices will be sent with a description of the charges, the amount owed, and the term of the debt.
3. Outstanding receivables that have completed the billing, dunning cycle, and internal collection efforts may be referred to a collection agency.
4. Any past-due accounts referred to a collection agency may result in the assessment of additional fees.
5. Accounts that have completed the collection cycle and are older than two years and may be determined to be uncollectible are presented to the Board of Trustees for authorization to write them off.

	
09/06/2024	
PRESIDENT	DATE