

**Date Updated and Published: June 2014****Revision History:****Review: Annually****Last Date Reviewed:** December 2019

## **POLICY**

In the event of a past due balance of any nature on the student's account, degrees will not be conferred, nor diplomas issued; enrollment for subsequent terms will not be allowed; college credits will not be transferred; and transcripts of college credits will not be released until the balance is paid in full. Students or former students who seek discharge of a delinquent account through bankruptcy are responsible for providing documentation of filing and/or discharge by the court. Failure to meet financial obligations of any kind to the University could also subject the student to eviction from University housing and withdrawal from classes; suspension of future services; referral of the student's delinquent account to the Bethel University Collections Department or an outside collections agency; and the assessment of additional late payment charges, transcript hold fees, attorney's fees, court costs, and other costs and charges necessary for the collection of any amount not paid when due.

## **PROCEDURES**

### **COLLECTION OF DELINQUENT ACCOUNTS**

The Billing Department is responsible for billing all University charges. Students receive a bill for these services, and payment is due by the due date specified on each bill.

### **CURRENT STUDENT PROCEDURES**

For students currently enrolled and to the extent practical, ALL billing should be done electronically. An e-mail is sent to the student's Bethel University e-mail address advising that statements have been prepared and that he/she can view his/her statement by logging into the

student's ePortal or VCAMP account. Parents must be added as an authorized user in order to have access to the student's account information. Subsequently, an email is sent to the student and all authorized users when a new statement is available online. After taking into account financial aid, grants, loans, third-party payments/reimbursements, and student-agreed payments, when a student's bill is due and remains unpaid, the Billing Department shall automatically put a hold on the student's account until paid or until the student initiates other payment arrangements.

If a student is selected for financial aid verification, his/her student account shall not be affected or adjusted until the verification process is complete, i.e., the Business Office shall not put a hold on the student's account. Once the student is notified that he/she has been selected for verification, the student has three (3) weeks to submit all required documentation. If the verification process is not completed within five (5) weeks because the student has not timely filed the required documentation, the student account is put on hold and he/she is not allowed to register for additional classes. In extraordinary circumstances, the University President, Vice Presidents, and/or the Vice President of Finance/CFO may authorize a hold to be released without payment of the student's account in total.

### **FORMER STUDENT PROCEDURES**

Prior to the implementation of this Policy, Bethel University has amounts due from former students who have graduated or who have withdrawn from Bethel University. Over time, this section of Policy 3.100 should become extinct. In the meantime, the Billing Department and the Bethel University Collections Department shall provide notice to the student that a balance is due and that the University is requesting payment by following these procedures:

1. The Billing Department will send a letter, along with the statement, indicating that the former student owes a balance and that the balance is due, or arrangements for payment should be made, within thirty (30) days.
  - If the balance is paid or arrangements for payments have been made, the former student's account will remain in the Billing Department.
  - For former students who have agreed to a payment plan, if at any time payments cease to be made as agreed, the Billing Department shall turn the account over to the Bethel Collections Department for further action.

2. If there is no response to the Billing Department notice or if payments cease to be made, the Bethel Collections Department will send a follow-up letter, along with the student's statement, indicating that a balance is due and payable, and if the balance is not paid in full within fifteen (15) days, Bethel University will take action to collect the debt in court.
3. If no payment is made within the fifteen (15) day timeline set forth above, the Bethel Collections Department, along with the Vice President of Finance/CFO, will prepare a civil summons to be served on the debtor, and will continue to pursue collection through General Sessions Court. Once filed in court, all court costs, attorney fees, and other fees incurred for collection will be charged to the student's account.

**\*\*\*THIS POLICY SHALL BE SENT TO ALL FORMER STUDENTS\*\*\***

**RESPONSIBLE PARTIES**

Cabinet-level Officers, Vice President of Finance/CFO, Billing Department, Collections Department

**PUBLICATION**

This policy is published on the University's website.