

Office of the University Bursar

Presented by Cassandra Lee, Assistant Director Student
Accounts & Financial Services & Sheryl Muirhead-McCrea,
Student Accounts Manager



Office of the University Bursar

Bursar is a Latin term meaning “purse.”

- A purse holds money; hence the Bursar is the central location of university and student-related financial transaction activity, including:
 - NSU’s cashier
 - Billing/Student accounts
 - Student funds disbursement
 - Collections

Office of the University Bursar

Responsible for:

- Bank deposits for all NSU activities
- Receiving payments for student financial obligations
- Invoices/receipts for student account payments
- NSU payment plans

Office of the University Bursar

Responsible for:

- Issuing refunds from excess financial aid funds
- Recovering past due student account balances
- Processing online payments
- Student educational tax forms
- Processing sales at the NSU online store (Marketplace)

Office of the University Bursar

Six Departments:

- University Cashier
- Marketplace: NSU Online Store
- Student Health Insurance
- Student Accounts
- Student Funds Disbursement
- Collections

Office of the University Bursar

Presentation topics:

- University cashier
- NSU Marketplace
- Student health insurance
- NSU payment policy
- NSU eBill and notification process
- NSU 4-Month and 3-Month Payment Plans
- Other NSU payment arrangements
- NSU Promissory Note
- Student refunds
- Transcript and diploma holds
- Bursar notifications and holds
- Collections/write-off process

University Cashier

University Cashier

- Prepares and deposits monies from tuition and non-tuition accounts
- Posts payments – from checks and credit cards to student accounts
- Processes student refunds from payments made to student accounts – both as checks and charge backs to credit cards
- Posts HPD military scholarships

University Cashier

- Makes all deposits to the bank for NSU
 - Student activities
 - Grant money
 - Reimburse cash advance
- Researches
 - Payment issues
 - Lost checks
 - Check payments posted incorrectly
 - Credit card issues
 - Charge backs and credit card disputes

University Cashier

- Refunds residence hall deposits upon housing contract fulfillment
- Releases and processes forfeiture of seat deposits paid in Marketplace
 - Released to the student account after s/he registers
 - If a student does not attend, his/her seat deposit is forfeited
- For more information contact Tammy Orefice at ext. 25212.

Marketplace

University Store – Marketplace

- Marketplace provides the NSU community with a convenient and safe method for collecting online payments for various services, including: student deposits, housing deposits, continuing education and alumni events, performing arts shows, honor society memberships, and more.
- Marketplace also assists event coordinators in obtaining accurate headcounts for events and in managing check-in/sign-in information

Marketplace

- Visit the ESS CommunityNet for Marketplace procedures and policies
nova.edu/esscommunitynet
- Housing Deposits
- Seat Deposits
- Alumni Events
- Performing and Visual Arts Locker Rentals
- Honor Society Membership Dues
- Special Event Tickets
- Service Trips

Student Health Insurance

Student Health Insurance

Who is required to carry insurance?

- Most programs in the Health Professions Division (HPD)
- Traditional Undergraduate Day students
- On-campus residential students (including graduate students)
- Full-time students in the J.D. Law program

Student Health Insurance

- 2016-2017 Health Insurance plan is underwritten by Aetna Student Health
- \$1,998 per academic year
- Depending on the program, the coverage period is:
 - June 1, 2016 to May 31, 2017
 - August 1, 2016 to July 31, 2017

Student Health Insurance

Notification and Waiver Process

- Students receive email indicating
 - insurance charge
 - waiver process
 - links to opt out of the student health insurance
- Reminders are also emailed
- Insurance **costs** are posted to student records 48-72 hours after registration
- Approved insurance **waivers** are posted to students records 48-72 hours after submission
- If waiver is denied, student has to submit an appeal within 10 days from denial communication. They can submit an appeal online at novastudentinsurance.com

Student Health Insurance

Contact Information:

- Mark Reid
 - 844-990-1800, ext. 24060 or 24063
studenthealth@nova.edu or nova.edu/bursar
- Health Insurance Servicer: Academic Insurance Solutions (AIS)
 - 888-776-9920 or (813) 944-3939 or novastudentinsurance.com
- Student Health Insurance Carrier: Aetna Member Service
 - 877-480-4161

Student Accounts

NSU Payment Policy

- Payment is due at time of registration
 - Day 1: Transcript/Diploma (TD) hold applied
 - Day 20: Late fee warning email notification
 - Day 30: Late fee and o4 hold applied, email notification
- Payment is considered past due 30 days after semester/term starts
 - Account sent to Collections at 91+ days

NSU eBill

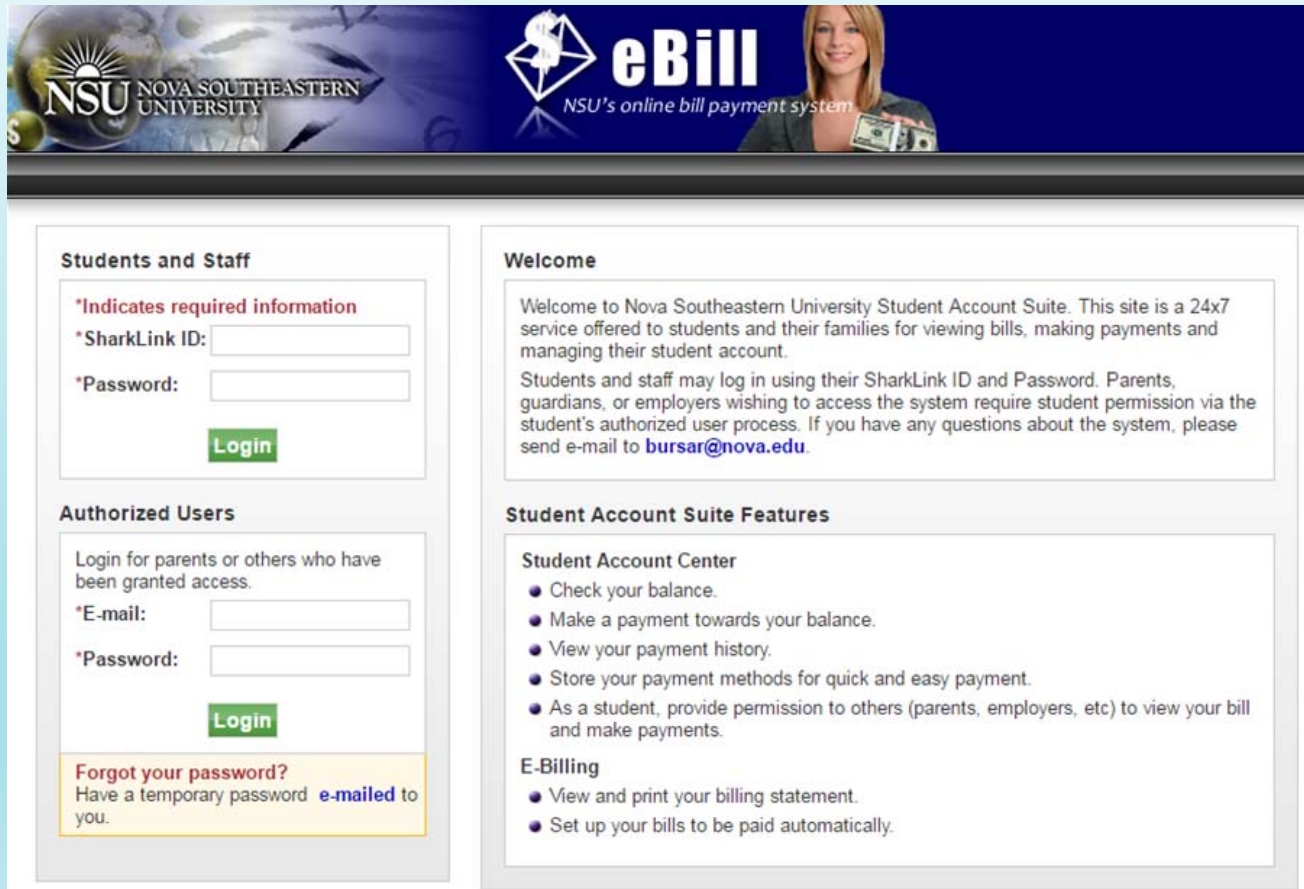
- Online billing statements replace paper statements
- Official means of billing all NSU students
- Secure and easy 24/7 access
- Convenient and fast
- Ability to designate additional users
- User-friendly
- Eco-conscious



NSU eBill Notification

- Bills can be viewed through WebSTAR/Sharklink
- Students use their SharkLink ID and password to gain access
- Students notified via NSU or alternate email when eBill is available
- Email notifications are generated at the middle of each month
- Log in at *nova.edu/ebill*

NSU eBill – Home Page



The image shows the NSU eBill Home Page. At the top is a banner with the NSU logo on the left, the 'eBill' logo in the center, and a woman holding a stack of money on the right. Below the banner, the page is divided into two main columns. The left column contains a 'Students and Staff' login section with fields for SharkLink ID and Password, a 'Login' button, and an 'Authorized Users' section with similar fields and a 'Login' button. Below the 'Authorized Users' section is a yellow box with a 'Forgot your password?' link. The right column contains a 'Welcome' message, a 'Student Account Suite Features' section with a list of features, and an 'E-Billing' section with a list of features.

NSU NOVA SOUTHEASTERN UNIVERSITY

eBill
NSU's online bill payment system

Students and Staff

*Indicates required information

*SharkLink ID:

*Password:

Login

Authorized Users

Login for parents or others who have been granted access.

*E-mail:

*Password:

Login

Forgot your password?
Have a temporary password [e-mailed](#) to you.

Welcome

Welcome to Nova Southeastern University Student Account Suite. This site is a 24x7 service offered to students and their families for viewing bills, making payments and managing their student account.

Students and staff may log in using their SharkLink ID and Password. Parents, guardians, or employers wishing to access the system require student permission via the student's authorized user process. If you have any questions about the system, please send e-mail to bursar@nova.edu.

Student Account Suite Features

Student Account Center

- Check your balance.
- Make a payment towards your balance.
- View your payment history.
- Store your payment methods for quick and easy payment.
- As a student, provide permission to others (parents, employers, etc) to view your bill and make payments.

E-Billing

- View and print your billing statement.
- Set up your bills to be paid automatically.

eBill Statement



Razor Shark
3301 College Avenue
Davie, FL 33313-7796

Nova Southeastern University
3301 College Avenue
Fort Lauderdale, Florida 33314-7796
800.541.6682 x25200
<http://www.nova.edu>

Student ID: N0123456789
Statement Date: 2012-11-15
Amount Due: 4030.00
Due Date: 20XX-12-01

TERM	DATE	DESCRIPTION	CHARGES	CREDITS
		" PREVIOUS BILLED BALANCE "	\$ 300.00	
		- CURRENT CHARGES -		
201320	2012-09-24	30 Day Late Fee	\$ 100.00	
	2012-09-28	1X REV 30 Day Late Fee	\$ -100.00	
	2012-09-28	Transcript Fee	\$ 10.00	
201330	2012-11-14	Registration Fee	\$ 30.00	
	2012-11-14	NSU Stu Svcs Fee	\$ 300.00	
	2012-11-14	DCTE/DISC Tuition	\$ 3,700.00	
		- CURRENT PAYMENTS -		
201320	2012-09-28	VISA Web Payment-Thanks		\$ 310.00
		" CURRENT BILLED BALANCE "	\$ 4,030.00	
PAST DUE: \$ 0.00		FUTURE BALANCE: \$ 0.00	TOTAL DUE: \$ 4,030.00	

Please note registration is not allowed if there is a balance due. For information call 1-800-541-6682 ext.25200. You can authorize others to receive your eBill and make payments on your account! See the Authorized User tab on the toolbar. Please note a \$100 Late Fee and a Hold are placed on accounts with a balance due 30 days from the beginning of the term. Holds will lift within 2 business days when the account has been paid in full. File the 2012-13 FASFA at:<http://www.nova.edu/cwis/finaid/>. Also at this website is the NSU State Aid Application. This form requires proof of one year Florida Residency. Details are available at the website. For NSU Payment Plan: www.nova.edu/cwis/bursar/payment.html To authorize 1098T electronic delivery click the last item at: <http://www.nova.edu/bursar/tax1098.html>

Bill Payment Methods

- Payments on student accounts can be made 24/7. Credit card or echeck payments are accepted online:
 - Visa, MasterCard, American Express (No Discover cards)
 - eBill
 - SharkLink/WebSTAR
- To pay by phone, contact the University Call Center or the Office of the University Bursar during normal business hours, 8:30 am to 5:00 pm, Monday through Friday.

NSU Payment Plans

- 4-month plan for Fall and 4-month plan for Winter semesters only
- 3-month plan for Spring and Summer semesters
- Undergraduates and graduates (no international students)
- Application deadlines: July 1, December 1, March 1, and May 1
- \$75 enrollment fee submitted online via nova.edu/myplan to the Office of the University Bursar
- External aid included in plan calculation (e.g., Florida Prepaid, scholarships)
- Three to five day turnaround with Payment Plan Contract

Payment Plan Online Portal

nova.edu/myplan

OFFICE OF THE UNIVERSITY BURSAR
Payment Plan Academic Year 2016-2017

The NSU payment plan is a voluntary payment option. NSU students (excluding international students) who wish to defer payment of their tuition, fees, and other institutional charges due at the time of registration, may request one of the below payment plan options based on degree level.

For payment plan details and terms, please visit: http://www.nova.edu/bursar/payment/payment_plans.html.

Please complete the form below and then click the "continue" button to pay.

Note: Only Visa, MasterCard, and American Express card payments are accepted.

Total:
\$75.00

Student Degree Level:
-- Select --

Semester:
-- Select --

Who is paying?
-- Select --

Student Information

Name:

NSU ID:

Phone:

Email:

Acknowledgments

☐ I understand I must review my student account at <https://sharklink.nova.edu> to determine financial aid awards, student account balance, and complete all requirements with the university.

☐ I understand I may not enter into a payment plan contract unless all prior balances are paid in full and I am registered for the semester to be covered under the plan.

☐ I understand the \$75.00 processing fee is nonrefundable.

☐ I understand the university may decline my request for enrollment into a payment plan.

☐ I understand confirmation for this payment will be sent to the email address entered upon payment.

☐ I understand the Office of the University Bursar will email the payment plan contract for review and signature, within 3-5 business days, to my NSU email address. The contract is based on the information currently available on my student account.

☐ I understand by submission of this payment, I meet the aforementioned criteria.

CONTINUE

RESET

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NSU Payment Plan Set Up

- Application checked for accuracy and completeness
- Contract is prepared and sent to student within three to five business days (usually via email)
- Details in contract: terms, declined payment, add/drop class, balance due because of adjustments
- Cover letter with instructions to read, sign (fiscally responsible person), and return with post-dated items

NSU Payment Plan Set Up – *cont.'d*

- Signed contract and postdated payments are reviewed for accuracy and completeness
- Once registration is completed for the semester, postdated payment items are memoed
- Balance should be zero once the expected aid has been disbursed
 - Deferred payments are processed monthly with the posting of each postdated item
 - Account should have a zero balance

NSU Payment Plans

Student is responsible to pay any balance due because of:

- Changes to registration charges and fees
- Reduction in financial aid
- Rejected or returned payments
- Monies refunded to student

Payment Plan Set Up-Banner

Oracle Fusion Middleware Forms Services: Open > TSAAREV

File Edit Options Block Item Record Query Tools Help

Account Detail Review Form - Student TSAAREV 8.5.0.1 (PROD)

ID: NO User: TSMUIR Credit Limit: Holds:

Account Details

Detail Code	Description	Term	Charge	Payment	Balance	Source	Effective Date
PPSC	Payment Plan Service Chg Fee	201720	75.00		75.00	T	16-JUN-2016
SPMP	Student Pmt Web Mktpl-Thanks	201720		75.00	-75.00	T	16-JUN-2016
3101	Meals Mandatory Declining Bal	201720	1,495.00		1,495.00	T	30-MAY-2016
3020	COM Room Charge	201720	4,409.00		4,409.00	T	30-MAY-2016
0344	Computer Science Tuition	201720	5,596.00		5,596.00	R	26-MAY-2016
2366	Writing & Comm Fee	201720	40.00		40.00	R	26-MAY-2016
3001	Insurance-Required Health	201720	837.00		837.00	T	17-MAY-2016
3001	Insurance-Required Health	201720	-1,998.00		.00	T	13-MAY-2016
9040	VISA CC Pmt TPGC - Thanks	201630		1,580.75	.00	W	28-APR-2016
3001	Student Insurance	201720	1,998.00		.00	Z	04-APR-2016
9038	Cash Pmt TPGC -Thanks	201630		1,655.75	.00	W	26-MAR-2016
0344	Computer Science Tuition	201720	2,799.00		2,799.00	R	22-MAR-2016

Query Balance	Account Balance	Amount Due	Memo Balance	Authorized Aid Balance	NSF	Receipt?
15,176.00	21,209.00	21,209.00	-8,370.00	.00	0	N

Other NSU Payment Options

Tuition Assistance Plans:

- **Tuition Deferment:** undergraduates only, graduate students contact their program
- **Tuition Direct Billing:** employer, sponsor, or guarantor who has agreed to be direct billed by NSU
- **Tuition Reimbursement:** employer, sponsor, or guarantor who will make payments directly to student
- Military (active and veterans) plans and agreements
- Third party invoicing

Student Funds Disbursement

Student Refunds

Credit balances from initial payments of financial aid are issued as refunds to the eligible student or parent.

- Eligibility is determined by enrollment and attendance.
- A maximum of \$200 of current federal aid year funds can pay toward prior award year balances.

Student Refunds

Credit balances from private party payers are generally left on the student account for future charges.

- Agency agreements are followed.
- Balances are refunded to the student or returned to the source at academic year end.

Credits from changes in enrollment or attendance are reviewed for a refund to the student, or returned to the source.

Student Refunds

Refunds delivered by Direct Deposit to personal checking accounts are available to students within three (3) business days from the date processed.

- The Direct Deposit Authorization form can be accessed at [*nova.edu/bursar/forms/direct_deposit.pdf*](http://nova.edu/bursar/forms/direct_deposit.pdf).
- The Direct Deposit form and voided personal check should be submitted 2-4 days prior to an expected refund.

Student Refunds



NOVA SOUTHEASTERN UNIVERSITY
Enrollment and Student Services
Office of the University Bursar
3301 College Avenue • Fort Lauderdale, Florida 33314-7796
(954) 262-5230 • 800-541-6682 • Fax (954) 262-4131

DIRDEP


DIRECT DEPOSIT AUTHORIZATION
(domestic payments only – no international deposits)

Submit this form along with a voided check or bank letter at least **2-4 business days before** an expected refund.

- By fax to: (954) 262-4131 **OR** Scan and email from your NSU email address to foandist@nova.edu.
- By mail to: NSU Office of the University Bursar, 3301 College Avenue, Ft. Lauderdale, FL 33314-7796
- In person to: One-Stop Shops in the Horvitz or Terry Administration Bldgs. on the Fort Lauderdale/Davie campus

Check ONE box ☐ ONLY

Authorization
☐ Set up new authorization
☐ Update existing authorization
(Your new information will overwrite previous information on file. Do not cancel your direct deposit authorization, unless you want to receive future refund(s) as a check.)
I authorize NSU to electronically deposit my refund(s) into my bank account. If a refund(s) is deposited, to which I am not entitled, I authorize the electronic return or adjustment by NSU. This authorization remains in effect until NSU receives written cancellation from me. Funds are generally available within 2-3 business days. It is my responsibility to verify funds are available at my bank before making any transactions.

Cancellation
☐ I request that NSU cancel my existing direct deposit authorization on file.
I authorize NSU to issue future refunds to me by check sent via U.S. Postal Service. I understand that I may submit a new Direct Deposit Authorization at any time to reinstate automatic deposit of refunds.
I understand that refunds deposited into my account before this cancellation is processed may either be accepted or returned to NSU by my bank. I understand that funds returned to NSU will be reissued to me within 3-5 business days. It is my responsibility to contact my bank to obtain funds not returned to NSU.

By signing this form, I confirm that I have elected my funds to be direct deposited to a domestic U.S. financial institution and that the direct deposit will not be part of a back-to-back transaction with a foreign institution. I understand that in order to process my refund, whether by direct deposit or by check, my preferred mailing address must be current and active. (To view/update your mailing address, click on "View/Update Address and Phone" on the "Home" tab in SharkLink at <http://sharklink.nova.edu/>).

Complete ALL information below:

Student Name	Student NSU ID
Student's Daytime Phone Number	Student's Banking Institution
Student Signature	Date Signed

ATTACH VOIDED CHECK HERE FROM YOUR PERSONAL CHECKING ACCOUNT
Submit the completed form along with a voided check or bank letter signed by a bank officer with your personal checking account information (not a parent's or other person's) to the Office of the University Bursar.
Starter OR temporary checks MUST BE SIGNED and include your name and address in the upper left corner.

NOT ACCEPTED:

- someone else's bank information (parent, spouse, business)
- payroll deposit forms, bank statements, deposit/ withdrawal slips, savings account slips
- savings accounts, prepaid card accounts, internet accounts, foreign accounts, business accounts, money market accounts, cash management accounts

DIRDEP REV 2008

Student Refunds

Refunds are delivered by check via the U.S. Postal Service to the current mailing address on file, if no Direct Deposit Authorization is on file.

- The preferred mailing address on file must be current and active for the refund to process.
- Students may update their preferred mailing address in NSU SharkLink at <https://sharklink.nova.edu> or WebSTAR at webstar.nova.edu.

Student Refunds

Refund checks not cashed are considered unclaimed and will be cancelled and returned.

- Refund checks from federal aid funds will be cancelled and returned after 180 days.
- Refund checks from other sources will be cancelled and returned within 1-3 years.
- If the student or source is not located within 3-5 years of issue, funds will be forwarded to the student's last state of residence on file.

Collections

Collections

The Collections Department is part of the University Bursar's Office, which is part of Enrollment and Student Services (ESS).

Primary Functions of the Collections Department:

- Collect past due balances from students or individuals for services provided by Nova Southeastern University
- Lower the university's exposure to student account risk through financial holds
- Report weekly and monthly aging reports for accounts analysis
- Oversee borrower repayment of institutional loans
 - Federal Perkins Loan
 - Health and Human Services Loan (HHS)

Financial Holds

- Payment is considered past due 30 days from the start of the semester.
- A hold and a \$100 late fee is applied if account is not paid in full, or a payment plan is not in place after the 30 days.
- Please refer to the NSU Enrollment and Student Services Financial Holds chart for a list of holds and descriptions.

Financial Holds

Collection holds prevent student services:

- Release of grades, transcripts, and diplomas
- Registration activity
- Access to RecPlex (gym)

Two types of holds

- 14- Internal collection holds - No collection fees assessed
- 3- External collection holds - Collection costs/fees assessed

(Accounts with 03 holds have Perkins or HHS Loans in default that may or may not be with third party agencies – Refer to the Collections Department)

Financial Holds

ENROLLMENT & STUDENT SERVICES FINANCIAL HOLDS								
~~~~ PREVENTS ~~~~						Notes		
BURSAR ACCOUNTS		-- Prevents --	Grades	Registration	Trans & Diploma	Add Coll Fees	Payment Processing	
Non-Financial Hold								
No Hold		Good Financial Standing					Standard	
1A		Good Standing / Used as Group Identifier					Standard	
Bursar's Hold								
04		NSU Automated 30-Day Hold & Late Fee	X	X	X		Standard	
TD		Transcript/Diploma Hold			X		Standard	
IN-HOUSE COLLECTION ACCOUNTS								
01	Letter Service	X	X	X		Standard	Past-Due Amount Only/Hold Automatically Released Once Payment is Posted	
02	Internal Student Dispute	X	X	X		Standard	Questions - Refer to Collection Staff	
03	Perkins Default	X	X	X		Standard	Questions - Refer to Collection Staff	
4P	Refund With Prior Balances	X	X	X		Standard	Questions - Refer to Collection Staff	
1B	Pending/Under Review	X	X	X		Standard	Questions - Refer to Collection Staff.	
1D	International/Out Of Country	X	X	X		Standard	Questions - Refer to Collection Staff.	
1E	NSU Employees with Open Balances	X	X	X		Standard	Questions - Refer to Collection Staff.	
1P	NSU Employees / In Repayment	X	X	X		Standard	Questions - Refer to Collection Staff.	
1F	Returned Checks/Declined Credit Card	X	X	X		Standard	NSU Does Not Resubmit Returned Items to be Processed/\$25 Returned Item Fee is Added to the Account/Refer to Collections Staff	
1C	Active & Discharged Bankruptcies	Varies According to Legal Stage				Refer to Coll	Questions - Refer to Collection Staff.	
1N	Promissory Note / In Repayment	X	X	X		Standard	Questions - Refer to Collection Staff.	
1L	Pre-Collection Letter Service/ConServe	X	X	X		Standard	Final In House 30-Day Collection Phase	
1R	Pre-Collection Letter Service/GRC	X	X	X		Standard	Final In House 30-Day Collection Phase	
1G	Pre-Legal Notice	X	X	X		Standard	Final Notice Prior to Placement with Attorney	
1W	Bad Debt / Owes NSU Prior Monies	X	X	X		Standard	Owes for Prior Balance/Account Shows \$ 00.00 Bal Due because of "Bad Debt" Entry / Student Owes \$\$ Questions - Refer to Collection Staff	
THIRD PARTY COLLECTION ACCOUNTS / OUTSIDE AGENCY / FULL COLLECTION STATUS								
Outside Collection Agency Holds							First Refer to Agency Do Not Discuss Account. Do Not Give Out Balance If Student Refuses to Contact Outside Agency Directly - Refer to Collection Staff.	
2C		ConServe Full Collections	X	X	X	X		Refer to Agency
2R		GRC Full Collections	X	X	X	X		Refer to Agency
Outside Attorney Holds								
3G		Legal Marc J. Gold	X	X	X	X	Refer to Attorney	
Additional Notes: No Payments are Refused / Holds are Released Upon Payment in Full with Cash or Credit Card Only, except for 01 and 04 holds.								

# Purpose and Goal of GAP

- Review student account and perform outreach to those who will have a potential “gap” on their account.
- ESS teams take ownership of account.
- Communicate with student and advise of options and consequences.
- Increase student retention.
- Decrease the university’s AR balances.
- Decrease write-off amounts at end of year.
- Goal is to contact student prior to beginning of semester and advise of balance to avoid collection activity.

# Options for Students

## Financial Aid:

- Scholarships
- PLUS loan
- Private loan
- Private resources or other funds
- Professional judgment
- Does student have aid for next semester?

## Payment Arrangements for prior balance:

- Outstanding balances are divided into monthly payments
- Payments extend to 12 months or less
- Contact Bursar and Collections staff for account review and possibilities
- NOTE: No registration, transcripts, grades, etc. provided, however, account can avoid collection and additional fees!

# NSU Due Diligence

## 90 – 181 days past due

- Letter Service – student receives 3 letters plus 1 email.
- A Final Notice letter from NSU:
  - Only for balances \$4K or higher and are local to Florida – pre-legal.
- Pre-collection letters are sent from the collection agencies prior to full collections, to all other accounts of balances of \$250 and higher.
- Students residing outside of the United States - handled in-house after pre-collection letters

# NSU Due Diligence

**181- 360 days past due**

- Third-party Collections
- Fair Debt Collection Act – suppress NSU eBill
- Students work directly with the third-party agencies
- Collection costs are applied at this stage (verify hold on account prior to releasing balance).



# Disputes and Compliance

NSU must follow the below protocol in order to comply with collection practices if a written dispute is received:

- Validate debt – statement and explanation of debt
- All collection efforts are “on hold” until debt is validated.
- If a student disputes attendance/rate of refund: these disputes are forwarded to student’s program of study for review and outcome.
- Program offices must determine if charges are accurate; otherwise NSU and collection agencies cannot continue to pursue debt.
- Responses have to be provided to agencies within 30 days. If not, NSU might not have a “case.”

# Bankruptcy and Legal Compliance

- Chapter 7 bankruptcy is the elimination of debts.
- Chapter 13 bankruptcy filing is a “payment plan” provided by the trustee (court).
- If notice is received, accounts are flagged and noted accordingly.
- All collection activities are ceased until the bankruptcy is discharged or dismissed.
- No payments are to be received from students who are in bankruptcy status.
- Please refer students to the Collections Department if you have been made aware that they have filed for bankruptcy and have a debt.

# Write-Off Process

Accounts for the previous academic year are written off at the start of each semester/term.

(e.g., during the Fall 2016 semester, balances remaining open from Fall 2015 will be written-off to bad debt.)

- Prior to write-off:

- Students have been through the “in-house” collections process and have been referred to third party agencies.
- Program offices are provided with bi-monthly reports listing the past due accounts.

# Write-Off Process

- After write-off:
  - Students will continue to have financial holds and the accounts remain active with third party agencies.
- Students remain responsible for their debt after write-off even if their account balance may be zero.
- Returning students must satisfy old debts prior to reenrolling. Be sure to check TSAAREV for bad debt or write off transactions to ensure that student has no debt that has been written off.
- Program units are provided with quarterly write-off reports.

# Collection/Write-Off

Account Detail Review Form - Student TSAAREV 7.3.0.1 (PROD)

ID:  User:  Credit Limit:  Holds:

**Account Details**

Detail Code	Description	Term	Charge	Payment	Balance	Source Code	Effective Date
6134	Bad Debt Bal. GTEP	200720		1,002.76	.00	T	27-SEP-2007
6194	Bad Debt--NSU Student Svcs Fee	200720		125.00	.00	T	27-SEP-2007
FUSL	Federal Unsub. Stafford Loan	200720		-1,127.76	.00	F	21-NOV-2006
FUSL	Federal Unsub. Stafford Loan	200720		-1,385.00	.00	F	14-NOV-2006
0105	GTEP Tuition	200720	-1,260.00		.00	R	24-OCT-2006
2025	NSU Stu Svcs Fee	200720	-125.00		.00	R	24-OCT-2006
FUSL	Federal Unsub. Stafford Loan	200720		-1,260.00	.00	F	09-NOV-2006
6003	Cancel Refund	200720	-1,260.00		.00	T	08-NOV-2006
6004	Refund	200720	1,260.00		.00	T	08-NOV-2006
0105	GTEP Tuition	200720	-1,260.00		.00	R	24-OCT-2006
6004	Refund	200720	4,921.75		.00	T	20-SEP-2006
FUSL	Federal Unsub. Stafford Loan	200720		4,855.00	.00	F	20-SEP-2006

Query Balance  Account Balance  Amount Due  Memo Balance  Authorized Aid Balance  NSF

Charge or payment detail code, press LIST for valid values.  
Record: 1/?

# Collection/Write-Off

Hold Information SOAHOLD 8.2 (PROD)

ID:

## Hold Details

<b>Amount:</b>	<input type="text" value="6,727.46"/>	<b>From:</b>	<input type="text" value="13-JUL-2010"/>	<b>To:</b>	<input type="text" value="31-DEC-2099"/>	<input checked="" type="checkbox"/> <b>Release Indicator</b>	<input type="text" value="SHBURSAR"/>
						<input type="text" value="BUSO"/>	<input type="text" value="Bursar's Office"/>
						<input checked="" type="checkbox"/> <b>Release Indicator</b>	<input type="text" value="SHBURSAR"/>
						<input type="text" value="BUSO"/>	<input type="text" value="Bursar's Office"/>

# Perkins and HHS Loans

- The Collections Department is responsible for ensuring students who received one of our institutional loans repay them.
  - Federal Perkins Loan
  - Health and Human Services Loan (HHS)
- Ensure compliance with federal and institutional regulations
- Assist borrowers with loan repayment options
- Manage internal due diligence and collection efforts

## **Perkins and HHS Loans *cont'd.***

- Place accounts with agencies, attorney, or ED
- Interface with Heartland ECSI, the loan servicer for Perkins and HHS
- Generate and audit reports (on a daily, monthly, and annual basis)
- Update records on Banner
- Students with defaulted Perkins and HHS loans will have 03 holds posted in Banner to prevent the students from receiving university services until the default is cleared.



If you cannot do great things, do small things in a great way.

