



Office of the University Bursar

Sheryl Muirhead-McCrea, Student Accounts Manager

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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
- 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 - *continued*

- 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 ESS CommunityNet for Marketplace procedures and policies nova.edu/esscommunitynet
- For more information contact **Stacey Roman** at ext. 27228



Student Health Insurance

Student Health Insurance

Who is required to carry health 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

All other students taking at least 3 credit hours, and students in a Ph.D. program may enroll in the plan voluntarily.



Student Health Insurance

- 2017-2018 Health Insurance plan is underwritten by Aetna Student Health
- \$2,199 per academic year
- Depending on the program, the coverage period is:
 - June 1, 2017 to May 31, 2018
 - August 1, 2017 to July 31, 2018



Student Health Insurance

Notification and Waiver Process

- Students receive an email indicating:
 - insurance charge
 - waiver process
 - links to opt out of the student health insurance
- Six (6) reminder emails sent to students
- 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:

- Katherine Rodriguez
 - 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 04 hold applied; email notification
- Payment is considered **past due 30 days** after semester/term starts
 - Account sent to Collections at 91+ days



NSU eBill

NSU eBill advantages

- 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


- Log in at www.nova.edu/nsuebill
- 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.
- Bills can also be viewed through WebSTAR/Sharklink.



NSU eBill – Home Page

NOVA SOUTHEASTERN
UNIVERSITY

Logged in as: La'Gunita G. Dukes | Logout 

 My Account Make Payment Help

Currently there is no activity on your account Student Account.

Announcement

Welcome to your Student Account Center!

***On April 25, 2017, students and authorized users were presented with a new NSU eBill login process.**

*A new web page now displays where you make a selection.

*Authorized users are directed to the current login page.

*Students and staff are directed to a **new** login page, featuring the Horvitz Administration Building on the Fort Lauderdale campus.

*Both user groups will continue to use their existing login information to access NSU eBill (SharkLink ID and password for students and staff; email and password for authorized users).

*There is no change to the way student account information is presented.

*This login process is in preparation

Student Account

ID: xxxxx5465

Student Account There is no activity on this account at this time.


[Make Payment](#) [View Activity](#)


Statements

Your latest eBill Statement Statement (6/2/17)

[View](#)

My Profile Setup

 Authorized Users

 Auto Bill Pay



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 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, students contact the University Call Center during normal business hours, 8:30 am to 5:00 pm, Monday through Friday.



NSU Payment Plans

- 4-month plan available for Fall and 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
- Students apply online at nova.edu/myplan, and pay a \$75 processing fee to the Office of the University Bursar.
- External aid included in plan calculation (e.g., Florida Prepaid, scholarships, grants, loans)
- Three to five day turnaround with Payment Plan Contract



Payment Plan Online Portal

www.nova.edu/myplan



OFFICE OF THE UNIVERSITY BURSAR

Payment Plan Request

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.

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Contact Us | Using Our Site



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 Credit Limit: Holds:

User: TSMUIR

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



NSU Payment Plan Set Up

- Contract is prepared, checked for accuracy, then emailed to the student
- Details in contract: terms, payment schedule, declined payment fee, add/drop class, adjustments to registration resulting in adjustment to final payment on the schedule
- Email contains instructions to read, sign (fiscally responsible person), and return with post-dated items



NSU Payment Plan Set Up – *continued*

- Signed contract and post-dated payments are reviewed for accuracy and completeness.
- Post-dated payment items are entered as memos in Banner.
- When expected financial aid has been disbursed, balance on the account should equal memo amount:
 - Deferred payments are processed monthly on payment item date
 - Memo expires on posting date
 - Account should have a zero balance after payments are posted



NSU Payment Plan

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

Other NSU Payment Options

Tuition Assistance Plans:

- **Tuition Deferment:** Bursar honors agreement between program and employer group to defer payment of tuition charge
- **Tuition Direct Billing:** employer, sponsor, or guarantor who has requested direct or third party billing from NSU
- **Tuition Reimbursement:** students satisfies term balance, provides transcript to employer, sponsor, or guarantor who reimburses the student directly
- **Military** plans and agreements



Student Accounts

- Contact Information:

- Sheryl Muirhead-McCrea, Manager
- 800-541-6682 ext. 25200 or 25200
- *studentaccts@nova.edu*





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 process date.

- The Direct Deposit Authorization form can be accessed at nova.edu/bursar/forms/direct_deposit.pdf.
- The Direct Deposit form and a voided personal check, should be submitted 2-4 days prior to an expected refund.



Student Refunds

Direct Deposit Form



NOVA SOUTHEASTERN UNIVERSITY
Enrollment and Student Services
Office of the University Bursar
3301 College Avenue • Fort Lauderdale, Florida 33314-7796
(954) 262-5232 • 800-541-6682 • Fax (954) 262-4131



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 foandistb@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

Check refunds are delivered by the U.S. Postal Service to the current mailing address on file.

- The preferred mailing address on file must be current to ensure delivery.
- Students may update their preferred mailing address in NSU SharkLink at <https://sharklink.nova.edu> or WebSTAR at webstar.nova.edu.



Student Refunds

Uncashed refund checks are considered unclaimed, and must 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 issuance, the funds are forwarded to the state's, Division of Unclaimed Property.



Student Funds Disbursement

- Contact Information:

- Anita Thomas, Manager
- 800-541-6682, ext. 25200 or 25200
- loandisb@nova.edu



Collections

Collections

Primary Functions:

- 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
- Review 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.
- The Bursar Hold (04) and a \$100 late fee is applied 30 days after the start of the term if:
 - account is not paid in full, or
 - a payment plan is not in place.
- Please refer to the NSU Enrollment and Student Services Financial Holds chart for a list of holds and descriptions.



Financial Holds

Collection holds prohibit student services:

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

Two types of Collection holds:

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

NOTE: Accounts with 03 and 5H 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 ~~~~			Add Coll Fees	Payment Processing	Notes	
BURSAR ACCOUNTS		Grades	Registration	Trans & Diploma				
Non-Financial Hold								
No Hold		Good Financial Standing				Standard		
1A		Good Standing / Used as Group Identifier				Standard	Military Contracts	
Bursar's Hold								
04		NSU Automated 30-Day Hold & Late Fee	X	X	X	Standard	Once Paid- Hold Automatically Released Next Business Day	
TD		Transcript/Diploma Hold			X	Standard	Once Paid- Hold Automatically Released Payment is Posted	
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	ECSI	Questions - Refer to Collection Staff	
4P		Refund With Prior Balances	X	X	X	Standard	Questions - Refer to Collection Staff	
5H		HHS Default				ECSI	Questions - Refer to Collections 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.	
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 Collectionn 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.						



# 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 past due balance:

- Outstanding balances may be satisfied in 12 payments or less
- Contact Bursar and Collections staff for account review and arrangements
- **NOTE:** Registration, transcripts, grades, etc. prohibited. However, account will avoid collection fees!



# NSU Due Diligence

## 90 – 181 days past due

- Letter Service – student receives 3 letters plus 1 email.
- A Final NSU Notice:
  - Only for balances \$4K or higher, and accounts are local to Florida – pre- legal.
- Pre-collection letters are sent from the collection agencies prior to full collections on all other accounts with balances of \$250 and higher.
- International students:
  - handled in-house after pre-collect (1D Hold)



# NSU Due Diligence – *continued*

**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
  - Representatives must verify fees on account, prior to providing balance.





# Disputes and Compliance

## NSU protocol for written dispute:

- Validate debt – statement and explanation of debt
- All collection efforts are “paused” until debt is validated.
- If a student disputes attendance/rate of refund:
  - dispute forwarded to 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 must be provided to agencies within 30 days or NSU may 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 bankruptcy trustee.
- If notice is received, accounts are flagged (1C) and noted accordingly.
- All collection activities cease until the bankruptcy is discharged or dismissed.
- No payments are accepted from students under bankruptcy status.
- If you have been made aware that a student has a debt with the university and has filed for bankruptcy, refer the student to the Collections Department



# Write-Off Process

- **Accounts for the previous academic year are written off at the start of the new calendar year, each semester.**
  - For example, balances remaining open from Fall 2016 will be written-off to bad debt during the Fall 2017 semester.
- **Prior to write-off:**
  - Students have been through the “in-house” collections process, and referred to third party agencies
  - Program offices are provided with bi-monthly reports listing the past due accounts.
- **After write-off:**
  - Students will continue to have a financial hold, and the account remains active with third party
  - Student remains responsible for the debt after write-off
  - Program units are provided with quarterly write-off reports.



# Perkins and HHS Loans

- The Collections Department is responsible for ensuring students who received 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
- Perform due diligence in collection efforts
- Place accounts with agencies, attorney or DOE
- Interface with ECSI, the loan servicer for Perkins and HHS
- Generate and audit reports (on a daily, monthly, and annual basis)
- Update student records in Banner
  - Students with defaulted Perkins and HHS loans are assigned 1B holds posted to prevent the student from receiving university services.



# Purpose and Goal of GAP

## ■ PURPOSE

- ESS teams assembled to review accounts and contact students who will have a potential “gap” on their account.
- ESS teams take ownership of account.
- Communicate with student, and advise of options and consequences.

## ■ GOAL

- Contact student prior to the beginning of the semester, advise of balance, and avoid collection activity.
- Increase student retention.
- Decrease the university’s AR balances.
- Decrease write-off amounts at end of the year.





# Collections

- Contact Information:

- Lauriane Dalberis, Manager
- 800-541-6682, ext. 25200 or 25200
- [collections@nova.edu](mailto:collections@nova.edu)

# THANK YOU!

Any questions?



The background of the slide features a light blue, semi-transparent image of architectural blueprints. A rolled-up document or blueprint is visible in the upper left quadrant, showing a grid pattern and some text. The main text is overlaid on this background.

**The secret of change is to focus  
all of your energy, not on fighting  
the old, but on building the new.**

**Socrates**

