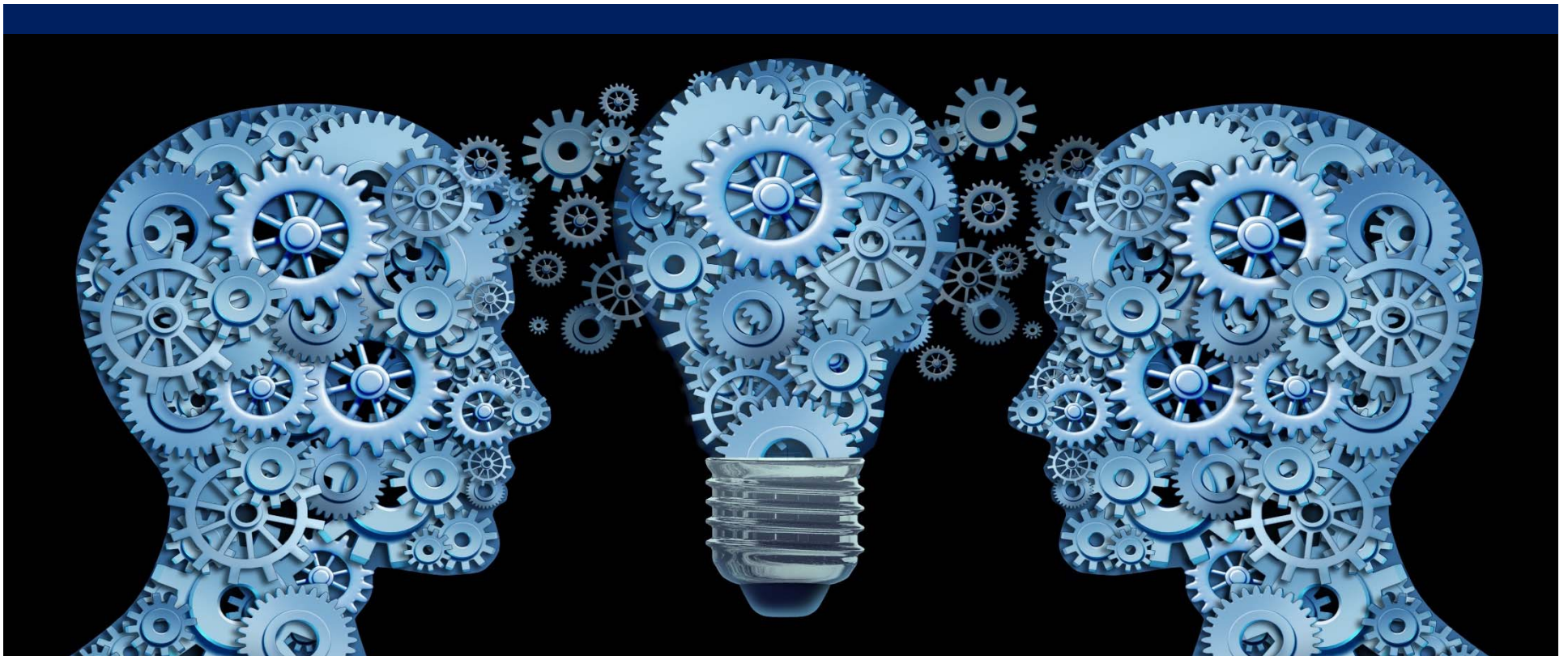


Office of the University Bursar

Elizabeth Gutierrez

Assistant Director



Objective

Upon completion of this presentation, you will know:

- Various functions performed by the Office of the University Bursar with emphasis on:
 - Payment policies
 - Payment options
 - NSU eBill
 - Financial hold flags
 - Student refunds
 - Cashiering
 - Student health insurance
 - Collections
 - Marketplace



Office of the University Bursar

Bursar is derived from Latin meaning “purse.”

A purse holds money hence; the Bursar is the central location of university and student-related financial transaction activities, 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



Office of the University Bursar

cont'd.

Responsible for:

- Recovering past due student account balances
- Processing online payments
- Student educational tax forms
- Processing sales in Marketplace



University Cashier



University Cashier

- Prepares and deposits monies from tuition and non-tuition accounts
- Posts payments to student accounts
 - Cash, checks, credit cards
 - \$25 declined payment fee for each declined payment, including payments made by check or credit card
- Processes refunds for payments made to student accounts
- Posts HPD military scholarships



University Cashier

- Bank deposits
 - Student activities
 - Grant money
 - Reimburse cash advance
- Research
 - Payment issues
 - Lost checks
 - Check payments posted incorrectly
 - Credit card charge backs and disputes



University Cashier

- Refunds residence hall deposits upon housing contract fulfillment
- Releases and processes forfeiture of seat deposits paid in Marketplace
 - Released to the NSU account after student registers
 - Forfeited if student does not attend



Contact Information

Tamela Orefice
University Bursar

Ext.: 25212

Email: *tamela@nova.edu*



Marketplace: NSU Online Store




Marketplace: NSU Online Store


- Marketplace provides the NSU community with a convenient and safe method for collecting online payments for various services, including:
 - Student deposits and 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: NSU Online Store

https://secure.touchnet.net/C21175_ustores/web/classic/index.jsp

**NOVA SOUTHEASTERN
UNIVERSITY**

**TouchNet**
GET THE CURVE

MARKETPLACE

Home Register Log In My Cart (0)

Search

All Stores


Select a Store

Product Categories

Continuing Education

Student Activities

Welcome to WebMarketplace at NSU



All Stores Product Categories

Abraham S. Fischler College of Education

NSU Executive Education

NSU Recreation & Wellness

NSU University School Performing Arts

University Store

USchool Shark Shop



Marketplace: NSU Online Store

- Visit ESS CommunityNet for NSU Online Store: Marketplace policies and procedures

www.nova.edu/esscommunitynet

- Offices and Departments
 - Bursar
 - Marketplace – University Store
 - Marketplace Procedures
 - Marketplace Policies



Contact Information

Stacey Roman
Online Store Coordinator

Ext.: 27228

Email: *sroman1@nova.edu*



Student Health Insurance



Student Health Insurance



- Students enrolled in certain Nova Southeastern University programs are required to carry adequate health insurance coverage.
 - This applies to:
 - All full-time day students in the J.D. Law program
 - All on-campus residential students
 - All traditional undergraduate day students
 - Most programs in the Health Provisions Division (HPD)



Student Health Insurance

2018-2019 Health Insurance Plan Underwritten by Aetna Student Health

- Depending on the program, the coverage period and costs are:
 - June 1, 2018 to May 31, 2019
 - Total Annual: \$2,299.00
 - August 1, 2018 to July 31, 2019
 - Total Annual: \$2,299.00
 - June 1, 2018 to August 31, 2019
 - Total Annual: \$2,859.00

Costs for final year Anesthesiology Assistant and Physician Assistant HPD students may vary as their coverage extends beyond 12 months



Student Health Insurance

Notification and Waiver Process

- The student health insurance charge is placed on a student's account within 48-72 hours after registration.
- The Student Health Insurance department sends a waiver email reminder to all students who have an insurance charge on their account.



Student Health Insurance

- These emails are sent a minimum of two times per month and provide the following information:
 - An insurance charge has been placed on their student account
 - A link to the online waiver application for those students who want to opt-out of the Student Health Insurance plan
 - They will be required to submit proof of adequate coverage in order for their appeal to be approved and the charge removed from their account
 - A link to the program waiver deadlines



Student Health Insurance

- Waivers must be completed and approved by the student's program deadline.
- Otherwise, the student will be covered under the student health insurance plan and will remain responsible for the insurance charge on their account.
- When a student submits the online waiver application, an approval or denial is provided immediately.



Student Health Insurance

- If the waiver is approved, they should allow up to 10 business days for the student health insurance charge to be reversed on their student account.
- If the waiver is denied, students are granted the opportunity to submit an appeal within 72 hours of their waiver denial.
 - An appeal can be submitted by sending an email to: *studenthealth@nova.edu* prior to their program waiver deadline.



Contact Information

Katherine Rodriguez

Student Health Insurance Administrator

Ext.: 24060

Email: *studenthealth@nova.edu*

Website: *www.nova.edu/studentinsurance*

Aetna Student Health Member Services

Phone: 855-821-9720

Website: *www.aetnastudenthealth.com*



Fee Assessment



What is Fee Assessment?

Within Banner, we charge students (except University School) and continuing education attendees tuition and fees.

Fee Assessment uses programmed formulas by which all students who attend the university are charged:

- Set-up
- Baseline Charges
- Charges tied to Course Reference Number (CRN)
- Tracking Charges



Fee Assessment

- All course-related charges are placed on student accounts:
 - Tuition
 - Fees
 - NSU Student Services
 - Registration
 - Late Registration
 - Course-specific lab and technology

Note: Two sessions at ESS Information Summit on “Fee Assessment” are presented 10:35 a.m. in room 1048 and 3:45 p.m. in room 1053



Contact Information

Howard Naser

Fund Disbursement Auditor and Fee Assessment

Ext.: 27483

Email: hnaserjr@nova.edu



Student Accounts



NSU Payment Policy

- Payment due at time of registration
 - Day 1:** Transcript/Diploma (TD) hold applied
 - Day 20:** Late fee warning email notification
 - Day 30:** \$100. late fee and 04 hold applied
- Payment considered past due **30 days** after semester/term start
- Account sent to collections **91 days** forward



Options for Students

Financial Aid

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

NSU Payment Plans

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 eBill

- In order to provide quick, convenient service and eliminate mailing delays, Nova Southeastern University offers electronic billing notification, also known as NSU eBill.
- The Office of the University Bursar sends billing notifications electronically to each student's NSU email address.
NSU eBill is the official means of generating and delivering statements to all NSU students.



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



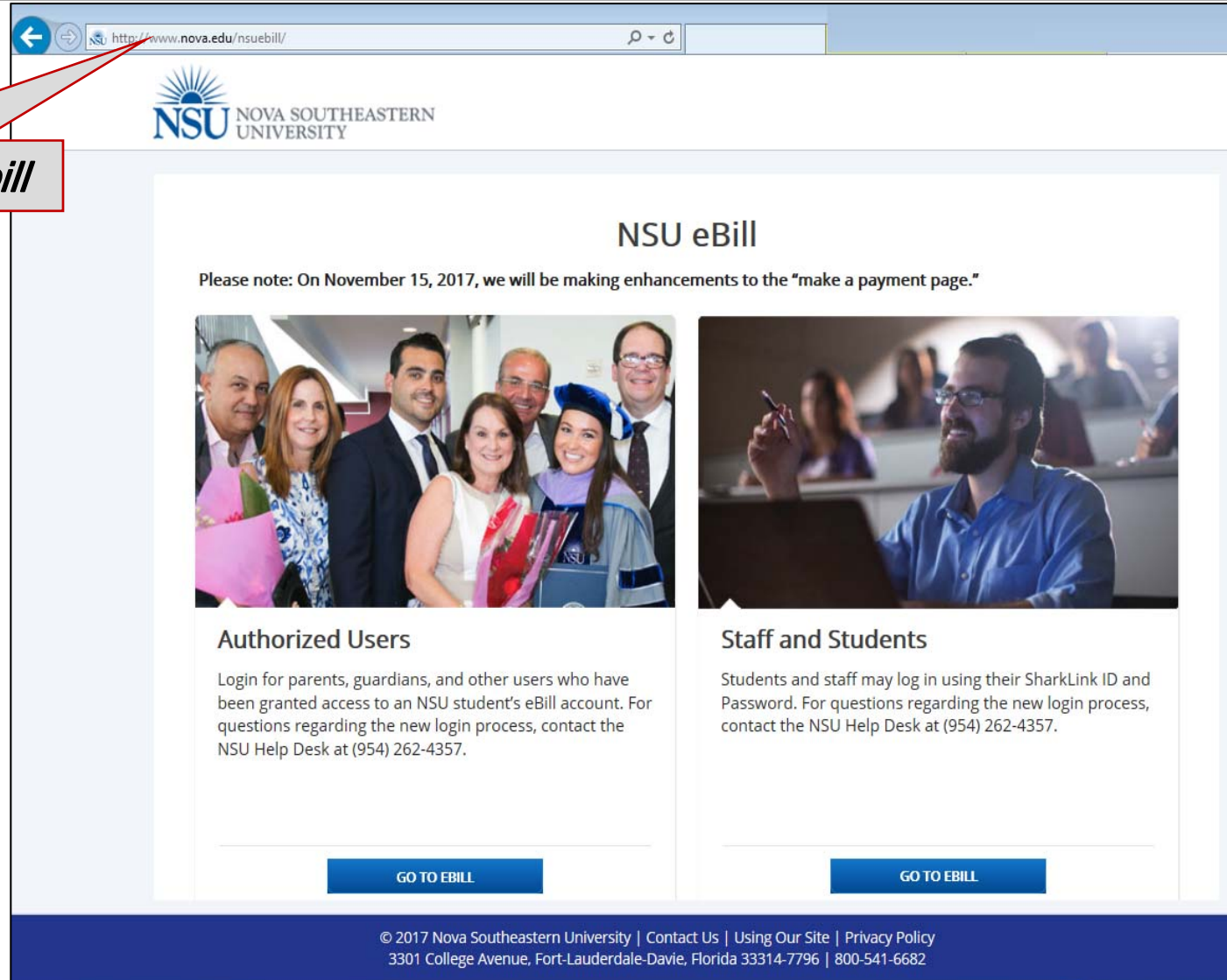
NSU eBill Access and Notification

- Log in at *www.nova.edu/nsuebill*
- Students use their SharkLink I.D. and password to gain access to the system
- Students are notified via NSU and/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 portals



NSU eBill Website

www.nova.edu/nsuebill



The screenshot shows a web browser window with the address bar displaying <http://www.nova.edu/nsuebill/>. The website header features the NSU logo and the text "NOVA SOUTHEASTERN UNIVERSITY". The main content area is titled "NSU eBill" and includes a notice: "Please note: On November 15, 2017, we will be making enhancements to the 'make a payment page.'". Below this notice are two columns. The left column, titled "Authorized Users", features a photo of a group of people and text explaining login access for parents, guardians, and other users, with contact information for the NSU Help Desk. The right column, titled "Staff and Students", features a photo of a man using a laptop and text explaining login access for students and staff using their SharkLink ID and Password, also with contact information for the NSU Help Desk. Both columns have a blue "GO TO EBILL" button at the bottom. The footer contains copyright information and links for contact, site usage, and privacy policy.

NSU eBill

Please note: On November 15, 2017, we will be making enhancements to the "make a payment page."

Authorized Users

Login for parents, guardians, and other users who have been granted access to an NSU student's eBill account. For questions regarding the new login process, contact the NSU Help Desk at (954) 262-4357.

Staff and Students

Students and staff may log in using their SharkLink ID and Password. For questions regarding the new login process, contact the NSU Help Desk at (954) 262-4357.

GO TO EBILL

GO TO EBILL

© 2017 Nova Southeastern University | [Contact Us](#) | [Using Our Site](#) | [Privacy Policy](#)
3301 College Avenue, Fort-Lauderdale-Davie, Florida 33314-7796 | 800-541-6682

NSU eBill Home Page



Logged in as: John Shark | Logout



[My Account](#)

[Make Payment](#)

[Help](#)

Announcement

Welcome to your Student Account Center!

Here you can view your NSU bill and recent account activity, as well as make payments and store payment profiles. In addition, you can authorize other individuals - eg., parents, spouse, grandparents - to access your bill and make payment on your account.

*Students are required to complete a Student Enrollment Agreement each term, prior to registration.

*The NSU payment policy stipulates payment is due at the time of

I would like to pay...

Select Option



Go!

View Account: John Shark

Balance

\$16,520.00

[View Activity](#)

Statements

Your latest eBill Statement (5/15/18) [Statement](#)

[View](#)

My Profile Setup



[Authorized Users](#)



[Auto Bill Pay](#)

Term Balances

Fall 2018

\$16,520.00

eBill Statement

Statements

Please make sure your browser's pop-up blocker is disabled before you view a statement.

Current Statements

Select the statement to view: 11/17/2017  View


Account Description	Statement Date	Statement Amount	Action
Student Account Statement	11/17/17	- \$5.00	

Account Activity Since Last Statement

Student Account Activity

Winter 2018

Account Activity

Search:

Description	Code	Date	Amount (\$)
American Exp eBill Pmt-Thanks	9642	11/22/17	\$4,935.00
Registration Fee	2008	11/22/17	\$30.00
Comp Tech Edu PhD Moratorium	0530	11/22/17	\$4,460.00
NSU Stu Svcs Fee	2025	11/22/17	\$450.00
Total:			\$0

[View All Activity](#)

Payment Types

- Cash
- Electronic and paper checks
- Credit cards
 - Visa, MasterCard, American Express
 - Discover card not accepted
- Bank checks, cashier's checks, money orders
- Third-party invoices
- Third-party checks, Automated Clearing House (ACH), wire transfer



Payment Methods

- Payments on student accounts can be made 24/7
 - Credit card or e-check payments are accepted online
 - eBill
 - SharkLink/WebSTAR
- To pay by phone, students can contact the Bursar's Office 8:30 a.m. to 5:00 p.m., Monday through Friday.
 - Calls received are holistically serviced by University Call Center first, then transferred to Bursar's team
- One-Stop Shops for in-person payments



GAP Initiative

- Outreach to students who have a “GAP” between their institutional costs and financial resources
 - Teams comprised of ESS student account, collections, and financial aid staff members
 - Holistic review and discussion of:
 - Loan options
 - Outstanding admission requirements
 - Completion of financial aid packaging
 - Guidance for loan acceptance



Purpose and Goal of GAP

- Increase student retention
- Decrease the university's accounts receivable (AR) balances
- Decrease end of year write-off amounts
- The goal is to contact students *prior to the beginning of the term*, and advise them of potential account balances.

Residential students must have all account balances paid in full or a payment plan established before move-in is authorized.



Benefits of GAP Outreach

- Timely notification to students regarding outstanding balances
- ESS staff works with students/families to ensure all possible financial aid has been awarded and disbursed
 - Provides assistance with other possible funding sources
- Financial holds are removed so students can register for the next term
- NSU receivables are reduced



NSU Payment Plans

- Payment Plans
 - 4-month (Fall and/or Winter)
 - 3-month (Spring or Summer only)
- Available to Undergraduates and Graduates
 - International students are not eligible
- Application deadlines:
 - July 1
 - December 1
 - March 1
 - May 1



NSU Payment Plans

- Students apply online: www.nova.edu/myplan and pay a \$75 processing fee
- External aid included in plan calculation
 - e.g., Florida Prepaid, scholarships, grants, loans,
- Three to five day turnaround for Payment Plan Contract to be established and sent to student



Payment Plan Online Portal

www.nova.edu/myplan



OFFICE OF THE UNIVERSITY BURSAR

Payment Plan Request

Payments will be unavailable from 3:00 pm on Saturday, June 30, until 12:15 am on Sunday, July 1, due to fiscal year end processing. We apologize for any inconvenience this downtime may cause.

The NSU payment plan is a voluntary payment option. Eligible NSU 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.

International students (F-1 student visa) are not eligible.

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

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

Student Degree Level:

Semester:

Who is paying?

Total:

\$75.00

Fall 2018 Payment Plan Requests opens May 29, 2018.



Payment Plan Online Portal

www.nova.edu/myplan

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 attest by submission of this payment that I am not an international student on an F-1 student visa and I meet the aforementioned criteria.
- ☐ I confirm all criteria have been met AND I have no past due balance on my student account.

CONTINUE

RESET



Payment Plan Set-up in Banner

Customer Service Inquiry TSICSRV 9.3.5 (PROD)



ID: NXXXXXXXXX Susan Shark Holds: Credit Limit: Last Term Registered: 201920

Start Over

Sum by Effective Date: ☐

ACCOUNT SUMMARY

+ Insert - Delete Copy Filter

Detail Code *	Description *	Term *	Aid Year	Period	Charge	Payment	Balance	Effective Date *
0334	Coll Buss Ed Main-Day Tuition	201920			14,970.00		14,970.00	
3001	Insurance-Required Health	201920			0.00		0.00	
2025	NSU Stu Svcs Fee	201920			450.00		280.00	
PPSC	Payment Plan Service Chg Fee	201920			75.00		0.00	
2008	Registration Fee	201920			30.00		0.00	
SPMP	Student Pmt Web MktpL-Thanks	201920				75.00	0.00	
2346	Tech Lab Fee	201920			60.00		60.00	
D313	Undergraduate Seat Deposit	201920				200.00	0.00	
2366	Writing & Comm Fee	201920			40.00		40.00	

1 of 1 10 Per Page

Record 4 of 9

DETAILS

+ Insert - Delete Copy Filter

Query Balance	15,350.00	Financial Aid Memo	-1,750.00
Account Balance	15,350.00	Balance	
Current Due	15,350.00	Financial Aid	
Other Memos	0.00 ***	Authorized Aid	-7,000.00
		Balance	
		NSF	0

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

- 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 \$0 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



Other NSU Payment Options

- Tuition Reimbursement
 - Students satisfies term balance, provides transcript to employer, sponsor, or guarantor who reimburses the student directly
- Military plans and agreements



Student Tax Notification

- Colleges and universities use tax forms to report information about tuition, fees, scholarships, and grants posted to a student's account for the respective Internal Revenue Service (IRS) agency.
 - United States: IRS Form 1098-T
 - Canadian Tax Form
 - Other countries such as Korea
- NSU does not give any tax advice.
For more information, visit the IRS Web site at www.irs.gov or consult a tax specialist.



Contact Information

Sheryl Muirhead-McCrea
Manager

Ext.: 25200

Email: studentaccts@nova.edu



Student Funds Disbursement



Student Funds Disbursement

- Primary function is to ensure the appropriate distribution of credit balances from:
 - Federal loans and grants
 - Private loans
 - State funds
 - Institutional financial aid



Student Funds Disbursement

- Student Funds Disbursement Group
 - Related functions:
 - Manual refund process
 - Automated refund process
 - Lender check processing
 - Refunds
 - Direct Deposit
 - Check
 - Processes student requests to return loan funds to lender
 - Submits request to financial aid loan operations staff



Student Funds Disbursement

- Schedules funds to be returned to lender
- Monitors and meets Title IV deadlines
- Issues check requests
 - Refunds to parents
 - Payments to other schools for NSU students attending under consortium agreement
- Unclaimed Property
 - Uncashed student refund checks
 - Undelivered student refund checks
 - Processes stop payment requests



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.



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.



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:
www.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.



Direct Deposit Form

http://www.nova.edu/bursar/forms/direct_deposit.pdf



NOVA SOUTHEASTERN UNIVERSITY
Enrollment and Student Services
Office of the University Bursar
3301 College Avenue • Fort Lauderdale, Florida 33314-7796
(954) 262-5200 • 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 loandisb@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.



Summit
2018

Direct Deposit Form

http://www.nova.edu/bursar/forms/direct_deposit.pdf

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's Daytime Phone Number

Student NSU ID

Student's Banking Institution

Student Signature (print form and **handwrite 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 2/2018



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 can update their preferred mailing address
 - SharkLink: *sharklink.nova.edu*
 - WebSTAR: *webstar.nova.edu*



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.



Contact Information

Anita Thomas
Manager

Ext.: 25200

Email: *loandisb@nova.edu*



Collections



Collections Department

- Primary functions:
 - Collect balances 91 or more days past due from students and individuals for services provided by NSU
 - Lower the university's exposure to student account risk through applying financial holds
 - Manage students' collection files in compliance with collection laws and federal regulations
 - Establish financial holds and outreach initiatives
 - Review weekly/monthly aging reports for analysis
 - Oversee borrower repayment of institutional loans
 - Federal Perkins Loan
 - Health and Human Services (HHS) Loan



Collection Process

- The collections process begins after **90 days** of the balance being past due.
- The 01 hold is the first hold in the pre-collection process.
 - Applied automatically after 60 days of the 04 hold being on the account.

Note: Please refer to **ESS Financial Holds** chart for a list of holds and descriptions.



Financial Holds

- **18** Collection holds
 - **15** internal:
 - No collection fees assessed
 - **3** external:
 - Collection costs/fees assessed
 - Prevent student services:
 - Release of grades
 - Transcripts
 - Diplomas
 - Registration transactions
 - Access to the RecPlex (gym)

Note: Accounts with 03 and 5H holds have Perkins or HHS Loans in default that may or may not be with third party agencies.



ENROLLMENT & STUDENT SERVICES FINANCIAL HOLDS

BURSAR ACCOUNTS							Notes
		~~~ PREVENTS ~~~			Add Coll Fees	Payment Processing	
		Grades	Registration	Trans & Diploma			
<b>Non-Financial Hold</b>							
No Hold	Good Financial Standing					Standard	
1A	Good Standing / Used as Group Identifier					Standard	Military Contracts
<b>Bursar's Hold</b>							
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
<b>IN-HOUSE COLLECTION ACCOUNTS</b>							
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
<b>THIRD PARTY COLLECTION ACCOUNTS / OUTSIDE AGENCY / FULL COLLECTION STATUS</b>							
<b>Outside Collection Agency Holds</b>							
2C	ConServe Full Collections	X	X	X	X	Refer to Agency	First Refer to Agency Agency numbers are on the hold screen. Do Not Discuss Account. Do Not Give Out Balance
2R	GRC Full Collections	X	X	X	X	Refer to Agency	
<b>Outside Attorney Holds</b>							If Student Refuses to Contact Outside Agency Directly - Refer to Collection Staff.
3G	Legal Marc J. Gold	X	X	X	X	Refer to Attorney	
<b>Additional Notes:</b> No payments are refused unless the student is in active bankruptcy. Holds are released upon payment in full with certify funds.							

# NSU Due Diligence

## 90 – 181 days or more past due

- Letter Service
  - Student receive three (3) letters and one (1) email (01 Hold)
- Pre-collection letters
  - Pre-collection letters are sent from the collection agencies prior to full collections on all other accounts with balances of \$250 and higher.
    - Courtesy email or “final notice” letters: (1L, 1R HOLD)
    - Only for balances over \$4,000.00 (1G Holds) or higher, and accounts are local to Florida; pre-legal



# NSU Due Diligence

*cont'd.*

## **90 – 181 days or more past due**

- Current NSU employees (**1E** and/or **1P**)
- Students residing outside of the U.S. (**01>1D HOLD**)
  - In-house after pre-collection efforts





# 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

If a written dispute is received, NSU follows the protocol outlined below in order to comply with collection practices.

- Validate debt: Statement and explanation of debt
  - All collection actions are “paused” until debt is validated.
  - If student disputes attendance/rate of refund:
    - Disputes are forwarded to student’s program office for review, and to determine outcome
      - NSU program office must confirm that charges are accurate; otherwise NSU and collection agencies cannot continue to pursue debt



# Disputes and Compliance

- Response has to be provided to agencies within 30 days
  - If not, NSU may not have a case
- If NSU doesn't follow this protocol to validate and cease collection activity, compliance issues may arise with collection agency and/or NSU.



# 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 NSU receive notice, accounts are flagged (**1C HOLD**) and noted in Banner Applicant Comments (RHACOMM)
- If NSU is included, *all collection activity ceases* until the bankruptcy is discharged or dismissed
- **No payments** are to be accepted/received from students in bankruptcy



# Write-Off Process

- Outstanding student account balances for previous academic year at the start of each semester/term are written-off.  
For example:

*During the Winter 2018 semester/term, balances remaining open from Winter 2017 will be written-off to bad debt.*

- A fixed write-off schedule best assists administrators in anticipating, forecasting, and the overall budgeting process.



# Write-Off Process

## 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 past due student accounts



# Write-Off Process

## After Write-Off:

- Students will continue to have a financial hold
- Accounts remain active with third party agencies or attorneys
- Students remain responsible for debt after write-off
- Colleges are provided with quarterly write-off reports.



# Federal Perkins and Health and Human Services Loan (HHS)

The Collections Department is responsible for ensuring that recipients of NSU institutional loans repay them.

- Federal Perkins Loan
- Health and Human Services Loan (HHS)
  - Nursing Faculty Loan
- Ensure compliance with federal and institutional regulations
- Assist borrowers with loan repayment options
- Manage internal due diligence and collection efforts
- Place accounts with agencies and attorney





# Contact Information

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# Innovation Quote

*“Innovation is change  
that unlocks new value.”*

- Lyndon B. Johnson



# Contact Information

Cashier's Office	Secure Fax: (954) 262-2473
Marketplace	<a href="http://www.touchnet.nova.edu/usstores/web">www.touchnet.nova.edu/usstores/web</a>
Fee Assessment	Secure Fax: (954) 262-4131
Student Accounts	Fax: (954) 262-3249
Student Health Insurance	(954) 262-4060 <a href="mailto:studenthealth@nova.edu">studenthealth@nova.edu</a>
Student Funds Disbursement	Secure Fax: (954) 262-4131
Collections	Secure Fax: (954) 262-3231
Website	<a href="http://www.nova.edu/bursar">http://www.nova.edu/bursar</a>
Email	<a href="mailto:bursar@nova.edu">bursar@nova.edu</a>
Telephone	800-541-6682 ext. 25200 or (954) 262-5200

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