



Administrative Procedure #: [Click or tap here to enter number](#)

Title: Student Collections Procedure

Effective Date: [Click or tap here to enter date](#)

SECTION 1. PURPOSE & SCOPE

- 1.1. PURPOSE: This procedure outlines the process for managing and collecting overdue student accounts, as well as ensuring transparency, consistency, and fairness throughout the process. The goal of this procedure is to provide students with ample opportunity to resolve outstanding balances while maintaining the financial health and accountability of the University.
- 1.2. SCOPE: This policy applies to all students with outstanding balances older than 90 days at Fairmont State University, including tuition, fees, housing, room and board, fines, and any other charges billed to student accounts.

SECTION 2. APPROVAL, DELEGATION & APPLICABILITY

- 2.1. APPROVAL: *(The university official that has the power to make decisions, enforce rules, or delegate authority regarding the policy.)* The Vice President for Enrollment Management has the authority to enforce this procedure.
- 2.2. DELEGATION: *(Clarification of whether authority may be delegated, and if so, the limits (e.g., which authority and to whom?))* The Vice President for Enrollment Management may delegate authority for the administration and enforcement of this procedure to the Student Accounts Office, which will coordinate with the Registrar's Office, Financial Aid Office, and other relevant units as needed.
- 2.3. APPLICABILITY: *(Specifies what individuals and/or entities the policy affects.)* This procedure applies to all enrolled and former Fairmont State University students and to administrative units responsible for billing, collection, and enrollment management processes.

SECTION 3. DEFINITIONS

- 3.1. COLLECTION AGENCY: A third-party entity authorized by the University to recover delinquent student account balances and other outstanding financial obligations owed to the institution.



- 3.2. FINAL NOTICE: The last formal communication sent to a student before referral of an account to a collection agency.
- 3.3. OUTSTANDING BALANCE: Any unpaid student account balance remaining after the due date for tuition, fees, or related charges.
- 3.4. PAYMENT PLAN: A University-approved installment arrangement allowing a student to pay their balance over time.

SECTION 4. PROCEDURE

4.1. INITIAL BILLING AND PAYMENT TERMS

- 4.1.1. Students are billed for tuition, fees, and other charges according to the University's established billing cycle.
- 4.1.2. Payment is due by the specified due date, and students are encouraged to make timely payments to avoid late fees and collection actions.

4.2. REMINDER AND FOLLOW-UP ATTEMPTS

- 4.2.1. Students with unpaid balances will receive multiple reminders, including:
 - 4.2.1.1. Email notifications sent to their official Fairmont State email account.
 - 4.2.1.2. Phone calls from the Student Accounts Office or designated staff.
 - 4.2.1.3. Mailed billing statements to the student's permanent mailing address.
 - 4.2.1.4. Emailed billing statements to the student's registered email.
 - 4.2.1.5. If a balance remains unpaid after 90 days from the due date, a final notice will be sent, informing the student of potential collection actions.

4.3. FAILURE TO RESPOND OR RESOLVE

- 4.3.1. If a student does not respond or make payment after the final notice, the account may be referred to an external collection agency subject to the conditions defined in Section 4.7 of this procedure.

4.4. PAYMENT PLANS AND DISPUTES

- 4.4.1. Students are encouraged to contact the Student Accounts Office to discuss payment options or resolve disputes as early as possible.



4.4.2. The University may offer payment plans or alternative arrangements to assist students in meeting financial obligations.

4.4.3. If a student fails to comply with an agreed-upon payment plan, the account will be subject to further action, including referral to collections.

4.5. COLLECTION FEES

4.5.1. Once an account is referred to an external collection agency, the student will be responsible for any additional collection fees, which may include a percentage (commonly 15–20%) of the outstanding balance to cover recovery costs.

4.6. ACCOUNT HOLDS

4.6.1. Students with outstanding balances will have a financial hold placed on their account. This hold restricts registration and diploma release until the balance is paid or resolved through an approved plan.

4.7. CONDITIONS FOR REFERRAL TO COLLECTIONS

4.7.1. Accounts may be referred to a collection agency if the student has failed to respond to all reasonable communication attempts and

4.7.2. The unpaid balance exceeds \$1,000 and remains unresolved 90 days after the final notice, or

4.7.3. The student has defaulted on a payment plan or prior agreement.

4.8. COMMUNICATION WITH THE STUDENT ACCOUNTS OFFICE

4.8.1. Students experiencing financial hardship are strongly encouraged to communicate proactively with the Student Accounts Office.

4.8.2. The Office will work with students to explore possible solutions, including payment plans, financial aid options, or deferred payment arrangements.

SECTION 5. INTENDED AUDIENCE

5.1. Students

SECTION 6. REVISION HISTORY

6.1. FREQUENCY OF REVIEW: This procedure will be reviewed every three (3) years or as needed to ensure continued compliance with Board of Governors and institutional policies.



6.2. APPROVED: [Click or tap here to enter text](#)