



Policy # 52002

ACCOUNTS RECEIVABLE POLICY

Effective Date: June 19, 2009

Revised Date: December 1, 2023

Responsible Office: Student Accounts

Division: Controller's Office

I. PURPOSE/OBJECTIVE

To properly account for, report, bill/invoice, manage, and collect receivables in a timely and effective manner as well as to provide guidelines and controls for the university to follow. To ensure that students' fee assessments, payments, and refunds are accurate and timely. To monitor and initiate all collection efforts on payments dishonored by a bank or financial institution as well as reduce university wide returned payments. To refund excess funds used to pay institutional charges (tuition and fees, room and board) or to refund students who have withdrawn from school in a timely manner.

II. STATEMENT OF POLICY

The University reserves the right to change fees without prior notice to the student; however, fee changes are subject to approval by the University of Louisiana System-Board of Supervisors.

All currently enrolled student account statements are emailed to the University email account. Currently enrolled students with unpaid account balances are normally given 30 days to make payment or the balance must be paid by the due date on the GSU promissory note. Currently enrolled students who do not satisfy all indebtedness to the University by the required deadline may have classes canceled for non-payment, may be assessed a late penalty, may not be allowed to enroll for a future semester and may not be allowed to receive their academic transcript, depending on the amount, nature and circumstances of their past due charges. Any exceptions to these assessments are dependent upon the circumstances of the past due balance, and requires the written authorization of the VP of Finance, Senior Associate VP for Finance, or the Controller.

Non-current student account statements are sent via regular mail.

Non-current students who leave the University with unpaid account balances shall have student accounts placed on a financial hold (a financial hold prohibits the student from any university activity related to the student's account) until all indebtedness is cleared. The Student Accounts Office sends follow up bills requesting payment to the students not continuing in school. In addition, student accounts are assigned to an outside collection agency for additional collection efforts. Reference collection policy section.

This policy applies to all University departments that accept checks, e-checks, traveler's checks, money orders, and bankcards that have been dishonored or charged back by the bank for any reason. It also refers to bankcard transactions received by the University which cannot be processed by the Bank or third-party vendor. Any returned payments, unpaid by the bank for any reason, will be assessed a service fee. Grambling State University will automatically redeposit a returned check one time without notification to the student.

A. General Fees

The assessment of general fees will be based upon the number of hours in which each student is enrolled as of the fourteenth (14th) class day for the regular academic term(s) and seventh (7th) class day for summer terms.

B. Meals

Meal/Identification cards are issued upon registration. Students who obtain a registered fee sheet for the academic term will be issued a valid meal card for the entire session/semester.

The University reserves the right to invalidate a meal card if the student's account becomes delinquent

C. Residence Halls

Room Reservation Fees: Prior to enrolling, a prospective student who desires a residence hall room must pay a room reservation fee each semester as well as a housing application fee.

The room reservation fee payment will be applied to the student's room and board fees.

Room Fees: Dormitory room fees are due and payable at registration. Any student who moves out of his or her on-campus residence will receive a prorated refund, minus an established per-diem amount (provided he/she qualifies under the exemption rule).

Housing Status Changes: Any adjustments in the housing status of a student (as from on-to-off-campus) after the fourteenth (14th) class day or the seventh (7th) class day of the summer session will not result in a change in the amount of fees accessed.

D. Mailbox

A mailbox fee will be assessed for each on-campus student upon registration.

E. Waiver of Faculty, Staff and Dependent's Fee

A faculty or staff member who has been employed full-time at a University of Louisiana System institution or System Office at least two (2) years may take one (1) undergraduate course per semester or summer term at a reduced rate. One (1) course-maximum of four (4) semester hours-may be taken during the regular workday. The University considers the noon hour a part of the eight-hour workday.

The spouse and/or children (under age 24) of a full-time faculty and staff member who has been employed at the University for at least five years may attend the University for undergraduate instruction only at a reduced rate. Generally, children eligible are those who are considered dependents for tax purposes during the calendar year in which the fee exemption is issued.

F. Late Registration Fee

Any student registering after the officially scheduled dates for registration will be assessed late fees.

G. International Student Service Fee

An international student service fee will be assessed at registration per term.

H. Identification Cards

All students and employees are required to have the University issued Identification Card.

A replacement identification card can be obtained for a fee.

I. Damages

Library Books: A fine will be assessed against any student who interferes with the educational pursuits of another student by (1) not returning books to the Library by the due date and (2) by damaging books or other materials contained therein. Upon receipt of notice, immediate payment of fines must be made in the Cashier's Office.

The student's receipt must be presented to the Library attendant at the Circulation Desk. If such procedures are not followed, all grades of said student will be withheld at the end of the semester until the fine is paid in full.

Other property damages: Items broken, damaged, or destroyed will be paid by the student at actual replacement cost.

J. Receipts

A student should retain receipts for the payment of fees. Should questions arise concerning the accuracy of the student's account; receipts will be required for verification of payment.

K. Delinquent Account

A student who has an outstanding delinquent account will not be permitted to register unless the amount is settled. Request for academic transcripts will be denied for any student who currently owes money to the University.

A student who is indebted to any department of the University will neither receive a transcript nor diploma to validate credit for completed academic requirements nor will he/she be permitted to re-enroll until the indebtedness is cleared.

A graduating senior who has an outstanding account will not be permitted to participate in the commencement exercises.

L. Administrative Withdrawals/Removal from Classes

The University reserves the right to officially withdraw students from classes who fail to complete registration. Official withdrawal means that all housing, food, academic and social privileges that are provided by the University will be terminated. The amount due the student will be refunded based on the University Refund Policy.

M. Payment of Fees

All fees are payable at registration. Fees may be paid with cash, credit cards, money orders, payroll deductions, and promissory notes (defer up to 25% of total charges).

In the event a student cannot pay all fees at registration, the University will make deferments as follows:

1. Students will be permitted to register if they have financial aid to cover all fees.
2. Students will be permitted to sign a promissory note for up to twenty-five percent (25%) of total charges. There is a loan processing and interest fee assessed to the remaining 25% of total charges. All promissory notes are to be paid by the end of the term. Refer to Promissory Note for terms of the loan.

Monthly statements will be sent as payments become due. A student is expected to make prompt payments in accordance with agreed upon arrangements. It is the

student's responsibility to inform parents or guardians of all personal obligations to the University.

All credit card payments will be assessed an additional transaction processing fee per credit card transaction.

N. Acceptable Forms of Payment

Grambling State University disclaims any liability for cash (currency) that is sent through the mail. The University will accept cash, money orders, promissory notes, certified checks, traveler's checks, credit cards, or guaranteed means of exchange for payment of fees and other charges. All negotiable instruments should be made payable to Grambling State University.

O. Senior Citizens' Exemption

Any persons sixty (60) years of age or older who register for three (3) credit hours or less per semester may do so for no charge except for the application fee and any other course-specific fees such as laboratory and nursing fees. Credit hours enrolled in by such individuals in excess of three hours will require payment of the usual charges.

III. COLLECTION POLICY

After each Fall semester ends, any student/non-student with an account balance of \$200 or more and the account had no activity for 30 days after the 14th class day or the last day of registration, whichever is later of the upcoming Spring semester, shall receive 3 collection letter notices via email or mail and/or shall be assigned to a collection agency for additional collection efforts.

The 1st pre-collection letter will be sent to students within 30 days after the 14th class day or the last day of registration, whichever is later of the upcoming Spring semester.

The 2nd pre-collection letter will be sent to students within 60 days after the 14th class day or the last day of registration, whichever is later of the upcoming Spring semester.

The 3rd final debt collection letter will be sent to students 30 days after the 2nd demand letter to notify the student(s) that the account has been turned over the Attorney General Office for further collections efforts. The student is responsible for all additional attorney, collection, administrative, costs or fees, etc., as deemed applicable.

All Fall delinquent account balances of \$200 or more will be turned over to the LA Attorney General's Office by the end of the Spring semester.

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After each Spring and Summer semester(s) have ended, any student/non-student with an account balance of \$200 or more and the account had no activity for 30 days after the 14th class day or the last day of registration, whichever is later of the upcoming Fall semester, shall receive 3 collection letter notices via email or mail and/or shall be assigned to a collection agency for additional collection efforts.

The 1st pre-collection letter notice will be sent to students within 30 days after the 14th class day or the last day of registration, whichever is later of the upcoming Fall semester.

The 2nd pre-collection letter will be sent to students 60 days after the 14th class day or the last day of registration, whichever is later of the upcoming Fall semester.

The 3rd final debt collection letter will be sent to students 30 days after the 2nd demand letter to notify the student(s) that the account has been turned over the Attorney General Office for further collections efforts. The student is responsible for all additional attorney, collection, administrative, costs or fees, etc., as deemed applicable.

All Spring and Summer delinquent account balances of \$200 or more will be turned over to the LA Attorney General's Office by the end of the Fall semester.

All delinquent student accounts are responsible respectively for all cost of attorney fees and collection fees. When the accounts are deemed uncollectible by the collection agency and the collection agency closes and returns the accounts to the university for any reason, the Office of Student Accounts will examine each account closed and returned from the collection agency to determine if it should be written off.

IV. REFUND POLICY

Students who officially withdraw on or before the 14th class day during Fall and Spring semesters and 7th class day for Summer semesters will receive 100% of tuition and fees.

The Student Accounts Office will pay credit balances to eligible students within 14 days after receipt of funds.

Other accounts receivable (non-student, ID, parking decals, etc.) refunds are based upon proper documentation and proper approvals. The refunds will be issued within 14 days of upper management approval.

Room and Board fees may be prorated. The room refund is based on the actual number of days a student resides in the University Residences. The meal refund is based on the actual number of days a student dines in the University Dining Hall.

A. Returned Payments (Checks/Credit Card Chargebacks)

A returned payment will result in one or all of the following:

1. Termination of current registration,
2. Cancellation of check writing privileges at the University,

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3. Cancellation of any future class schedules,
 4. Administrative/financial hold on any future registration until debt is settled,
 5. Grades held. This includes grades and transcripts,
 6. Account placed with the collection agency, interest fees, and attorney fees,
 7. Student's registration will be immediately terminated/cancelled, if any of the rejected or returned items paid for a student's tuition and fees for a term.
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If a check is written for a gift, and a gift receipt has been issued, a log will be given to the donor if the check is not honored.

The Student Accounts Office will pursue collection of returned items. The Director of Student Accounts will immediately contact any payer whose item is returned by the bank.

The University will charge payer a \$25 fee for returned payments and items returned by the bank.

If a student's e-check is rejected or returned as insufficient funds, the e-check will be submitted one more time. Each time the e-check is returned or rejected due to NSF reasons, the student's account will be assessed returned check fees.

When a check is returned and/or check writing privileges are cancelled, the University reserves the right to require that payment be made by certified check, bank draft, money order, or cash.

B. General Student Evaluation Criteria for Student Registration Problems

For students who are unable to complete their payment of tuition and fees by the required deadline, the Finance Office or appropriate designee may review an individual student's request for a temporary delay in payment.

Members of the Finance Office review student requested payment deferments on a case-by-case basis utilizing the following general guidelines.

1. Amount and nature of tuition and fees due the University and estimated payment date. (Prior semester balance, awaiting student loans, returned check, loss of scholarships, etc.).
2. Status of student's financial aid as reported from Financial Aid Office.
3. Estimated date for arrival of financial aid, scholarship, and or any other funds.
4. Current classification of student (freshman, etc.).
5. Humanitarian issues especially for international students. (Currency or government restrictions on fund, etc.).
6. Special request from an individual graduate student holding a University-sponsored assistantship or stipend. The University may allow tuition and fees to be paid on a monthly basis.

Members of the Finance Office who review student payment problems must determine if an extension of time for payment of the student's tuition and fees is reasonable and warranted and must establish a payment deadline and/or payment plan. Students who fail to make payment and do not return to the University will have their account sent for outside collection.

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Students with prior semester balances due the University are normally required to pay all past due amounts before being considered for a future fee deferment. Special and unusual circumstances may require the need to discuss a particular student's situation among members of the Finance staff before rendering a final decision on whether any additional postponement of payment will be allowed. The Finance staff is assigned the responsibility to make final determination of the status for students with outstanding unpaid balance due to the University.

C. Other Accounts Receivable

Other accounts receivable consists of a variety of billings including clinical services, insurance billings, food services, and various types of reimbursements due the University. These accounts receivable is reviewed periodically as to their collectability status. Follow-up and second notices are sent for accounts 30 days

past due. Telephone contact is utilized where possible and an outside collection service is used if deemed necessary.

V. REVISION/REVIEWED HISTORY

January 27, 2022 – Revision

November 1, 2022 – Revision