

208-04 COLLECTIONS-PROCEDURE

1. PURPOSE

The purpose of the Collections Procedure is to establish criteria for delinquent balance collection.

2. PROCEDURE

1. Student tuition and fee payment may be deemed past due once the 100% refund deadline for a class has passed and:
 - a. The student does not have any authorized financial aid pending
 - b. The student does not have any authorized Veteran's funding pending
 - c. The student does not have any third party guarantees pending
 - d. The student has defaulted on their payment plan
 - e. The student has outstanding fines for parking, equipment that has not been returned or any other charges

2. The College will notify students of their outstanding balances in the following order:
 - a. An email notification will be sent to the student and a hold will be placed on their account, restricting further activity.
 - b. No sooner than 30 days after an initial email is sent, the College will mail a final notice and a hold will be placed on their account, restricting further activity.
 - c. No sooner than 30 days after the final notice is mailed, the College may turn a student account over to an independent collections agency. The student will be subject to additional collections fees once their account is sent to the agency.

3. Accounts receivable holds will be placed on a student account, restricting activity, any time an account is determined to be delinquent. The student must pay in full to have the hold removed. Accounts receivable holds may restrict the ability to add or drop classes, obtain grades, or receive transcripts.

3. BACKGROUND

1. References:
2. Revision history: 01/03/2018, 05/21/2019
3. Legal review: none
4. Sponsor: Business and Administrative Services

Adopted by College Council: 01/03/2018

Adopted by Executive Council: 05/21/2019

COCONINO COMMUNITY COLLEGE