



## Haverford College Student Accounts Collection Policy

### **Introduction**

The primary objective of Haverford College's Student Accounts Collection Policy is to ensure the timely and fair collection of student tuition, fees, and other related charges while maintaining a supportive and transparent communication process with students.

### **Scope**

This policy applies to all Haverford College students with outstanding balances on their student accounts.

### **Policy**

#### Billing and Notification:

- **Billing Statements:** Student account term bills are sent in July and December. Monthly statements are generated detailing all charges, payments, and current balances.
- **Notification:** Term bills are issued electronically in Nelnet, and email notifications are sent to all students and their authorized parties stating that a term bill has been issued. Students and their designated authorized parties will receive electronic notifications regarding their billing statements and outstanding balances through their official college email addresses.

#### Due Dates and Late Fees:

- **Due Dates:** Payment for tuition and fees is due by the start of each semester.
- **Late Fees:** A 1% late payment fee is assessed monthly for payments received after the due dates, including late payment plan payments.
- **Communication and Outreach:**
  - **Reminders:** Besides the Nelnet billing and email notifications, reminders about upcoming due dates and late fees will be sent periodically.
  - **Communication Channels:** Student Accounts uses various communication channels, including emails, phone calls, and physical mail, to reach out to students with outstanding balances.

#### Financial Holds:

- **Registration Holds:** Students with outstanding balances may face pre-registration and registration holds, which prevent them from enrolling in future courses until the balance is settled or an approved plan for payment has been established.

- **Transcript Holds:** Financial holds may also be placed on student transcripts, affecting requests for official transcripts.
- **Other Holds:** Students with outstanding balances without an established approved plan for payment will be excluded from:
  - Room draw and staying on campus during non-academic periods
  - Participation in Graduation
  - Participation in the Study Abroad Program
  - Participation in RESE activities
  - Participation in break housing
  - They will not receive a diploma if the balance is unpaid at graduation

**Financial Hardship and Appeals:**

- **Appeal Process:** Students facing significant financial hardship may request additional aid from Financial Aid.

**Collection Agencies:**

- **Third-Party Agencies:** Unresolved balances may be referred to a third-party collection agency. Students will be notified in advance before this action is taken.
- **Consequences:** Referral to a collection agency may result in additional fees, negatively impact credit scores, and lead to legal action.

**Definitions**

Designated Authorized Party - Students add these individuals to Nelnet, authorizing them to receive communications from the college.

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