HAVERFORD
COLLEGE

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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Sponsor: Nico Washington, VPFA
Contact HC-studentaccounts@haverford.edu with any questions.