



Policy FA028: Late Fees, Holds and Collection of Student Accounts Policy

Recommended for Approval by: Fawn L. Petrosky

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Approved by: Jon Anderson

Dr. Jon Anderson, President

Effective Date: 08/28/2024

A. Intent

This document establishes guidelines for the prudent collection of student accounts receivable in the best interest of Pennsylvania Western University. This policy does not apply to the write-off of any federal loans. Policy procedures will be maintained by the Office of Student Accounts.

Students are responsible for the payment of tuition, fees, housing, meal, and other charges on their student account by the due date as stated on the Student Statement of Account Invoice. The following information includes the billing process and procedures regarding student account balances:

B. Definition(s) Not applicable.

C. Policy

• Enrolled Students

- It is the responsibility of the student to ensure that their billing address is correct.
- The exact due date will be printed on the initial billing invoice.

Students who fail to comply with the statement due date and have a balance of \$500 or more will receive monthly past due invoices for a minimum of three invoices per semester. In addition, a Student Financial Hold will be placed on the student account. The consequences of a Student Financial Hold include:

- Being prevented from making any changes to the student's current registration
- Not being permitted to register for any upcoming semesters
- Clearance to take state or professional examinations will not be granted

To avoid having a Student Financial Hold placed on their account, students may take the following steps:

- Complete all financial aid paperwork according to the filing deadlines. Failure to do so, in a timely manner, causes delays in the awarding of student aid and will result in a past-due balance and a Student Financial Hold
- Pay tuition and fees in full, by initial billing due date, if financial aid is not yet in place.
- Apply for loans (federal/private) before payment due date
- Arrange to have payment vouchers for Employer Tuition Deferral Plans on file in the Student Account's Office prior to the start of classes each term.
- Arrange for the Monthly Payment Plan to sufficiently cover each semester's charges for tuition and fees.

- **Late Fees**

Late payment fees are assessed to invoice amounts greater than, \$500, that are not paid by the invoice due date. The late payment fee is \$100 per semester.

Returned Payment Fee

In the event your payment is returned unpaid for any reason, a \$30 Return Check Fee will be added to your student account and a registration hold will be placed on the account until repayment is received. Repayment should be made with a **certified check or money order**. Please include a copy of the notification you receive, make the check payable to Pennsylvania Western University, and mail to:

Pennsylvania Western University
Office of Student Accounts
250 University Avenue
California, PA 15419

At the discretion of the university, if an account has more than two returned paper checks or electronic checks, payments will need to be made in the following manner:

- **Online:** Credit Card (convenience fee applies)
- **Mail:** Certified check or money order
- **In person:** Certified check, money order, cash, or debit

- **Non-Enrolled Students**

Once the semester has ended, and if the student is not enrolled in a future semester, financial holds are placed on all delinquent accounts regardless of the balance. Students will not be permitted to register for courses, add additional courses, or diplomas until the entire balance has been paid.

For the purpose of student retention, students whose balances are under \$500 will not be submitted to the Office of the Attorney General until after the drop/add period for the

latest starting 7-Week sessions in mid-October and mid-March each academic year to give the student every opportunity to re-enroll in the current semester.

Students will be sent 3 Dunning notices prior to submission to the Pennsylvania Attorney General's office or third-party collection agency 30, 60 and 90 days after the end of the term.

D. Procedure(s) Not applicable.

E. Contact Information

Office of Student Accounts.

F. Policy Review Schedule

All policies will be reviewed every two years or on an as needed basis if a change in BOG, PASSHE or Pennsylvania law would create the need for an immediate change.