

HAYWOOD COMMUNITY COLLEGE	BUSINESS SERVICES STUDENT DEBT COLLECTION	Procedure 6.2.9.1
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The following Procedures shall be used for student debt collection:

- A. As charges become past due, the student will be informed regarding holds impacting future registrations, transcripts, and diplomas. Such holds remain in place until the past due amount is resolved. Standard First Letter: A standard first letter is sent to each party notifying them of their indebtedness to the College. They are informed of how the indebtedness occurred (i.e. returned check, etc.) and instructed how and when to settle the balance due. They are given a due date by which to respond.
- B. Standard Second Letter: A standard second letter is sent, two weeks after the first letter, in a final attempt to reach a resolution with the indebted party. They are given a due date by which to respond. If no response is received, further collection efforts are followed, as described in #3 and #4 below.
- C. A file is submitted to the NC Department of Revenue Set-Off Debt Unit for debts \$50.00 and above. The placement of debts can be submitted simultaneous to the NC Department of Revenue and to the state-approved collection agency. If a payment is received from the NC Department of Revenue, we notify the collection agency of the payment. The collection agency cannot charge us a fee for collections from set-off-debt.
- D. Submit a list to the state-approved collection agency. This list can be submitted simultaneous with the Set-off-Debt file. The collection agency sends a monthly statement and a payment electronically for any payments received.
- E. Refer the matter to the State Employees Debt Collection Act if necessary.
- F. Submit a list of Accounts Receivable for write off to the Haywood Community College Committee on Finance and the Board of Trustees annually.

Adopted: 06-07-2017