Guidelines for Students with Prior Collection Agency Activity

Students who have had an unpaid student account balance transferred to an external collection agency should follow these guidelines when considering returning to the University of New Haven.

1. Payment in full must be received at the University of New Haven from the collection agency. This does not just mean the payment has been received by the collection agency. It means the collection agency has received payment in full, the funds have been verified, and the funds have been sent to the University. The University receives funds monthly from the collection agency typically during the second week of the month.

2. The student must then pay in advance for the next semester in which the student wishes to register. Payment in full includes an actual payment, proof of an approved loan for an amount that covers the future bill, and/or evidence of a completed and accepted financial aid award that will cover the future bill.

3. If the first two criteria are met the student’s hold will be temporarily lifted for one week so that the student can register for classes.

4. Step 2 will have to be followed for each subsequent term a student wishes to enroll for.

The deadlines for these steps for each term are as follows:

Fall semester enrollment
- Payment in full to the collection agency by July 31
- Payment in full to the university by August 13

Spring semester enrollment
- Payment in full to the collection agency by December 31
- Payment in full to the university by January 10

Summer session enrollment (any summer session)
- Payment in full to the collection agency by April 30
- Payment in full to the university by May 15

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