

Delinquent Student Account Policy

Once a student is no longer active (i.e. not enrolled in a current or future term), the University will produce and mail a paper bill in an attempt to collect payment of a past due balance before being forwarded to a collection agency. All correspondences regarding a delinquent account will be mailed to the student's most recent address on file in Banner. It is the student's responsibility to maintain an accurate address with the University.

If payment in full is not received by the established due date noted, the account will be referred to an external collection agency. Once this occurs, the student must contact the collection agency and work with them exclusively. The University will no longer be able to speak with the student because the account is under the control of the collection agency. Payment arrangements must be made directly with the collection agency, and the account holder is responsible for the additional fees associated with collection efforts. In addition, collection agencies report delinquent tuition accounts to a national credit bureau.

The University receives funds from the collection agency for all payments made during the prior month on or around the 10th of the following month. Once payment in full is received by the University from the collection agency, the financial hold on the account can be released. Consequentially, students will then have access to certain previously restricted University services such as viewing grades, requesting transcripts and receiving their diploma. However, if a student wishes to return to the University after being sent to a collection agency and subsequently paying their bill in full, the student must pay the University in advance for the next semester they wish to attend. Payment in advance can be an actual payment, proof of an approved student or parent loan, and/or a complete financial aid award that will cover the entire balance for the next semester the student wishes to attend.

The collection agencies the University employs are:

Allied Account Services
422 Bedford Ave
Bellmore, NY 11710
800.486.2929

Collection Recovery Services
29 Regency Plaza
Glen Mills, PA 19342
800.250.8206