



Policy: Student Account Collections

Submitted By : Charles Hoffman

Financial Affairs Department
Bursar's Office Policies and Procedures

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Policy

Subsequent to graduation or attendance at the University, student accounts with an outstanding balance will be referred to collection. The account is in the name of the student and the debt is the responsibility of the student.

The University will pursue payment of the balance with bills, letters, telephone calls, e-mails, collection agencies, credit bureau reporting and if necessary, legal action.

Until the debt is paid in full, no academic records will be released and a service charge will be assessed monthly.

Procedure

Once a student account has been identified as a collection account, the Bursar's Office will begin formal collection procedures, requesting full payment of the outstanding balance.

If there is no response and the Bursar's Office actions are unsuccessful in getting the debt paid, the account will be forwarded to a professional collection agency. Villanova has authorized the collection agencies to report all accounts to the credit bureaus and they may recommend pursuit of legal action.