

# The Collection Process: from the Student Account/Bursar perspective

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# Wellesley College

- Enrollment, tuition & fees
- 4 year private, all women
- Financial Aid, Loans, Student Employment, AR
- Finance to Admissions



# Caveat

- **Know the rules**
  - Regulations
  - Federal, state to state
  - Resources



# How do you 'collect'?

- **We should...**
  - Prepare
  - Prevent
  - Process



# What do 'we' want?

- Know before you go
- Bodies in seats
- Manageable workload



# Options.....

- Late fees
- Key holds
- OneCard holds (dining)
- Add/Drop hold

**ON  
HOLD**



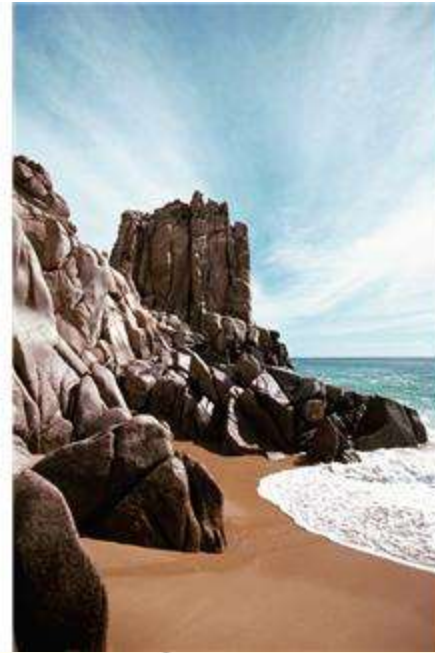
# Final steps (internal)

- Notice from Dean's Office
- Leave of absence
- Vacate



# What's left to collect?

- **Everyone paid!**  
**Beach time!!**  
**Thank you.**  
**Questions?**





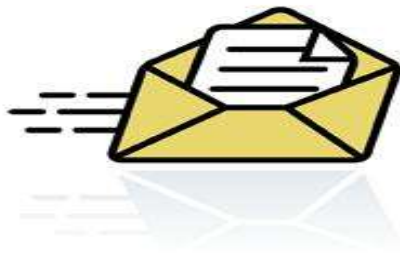
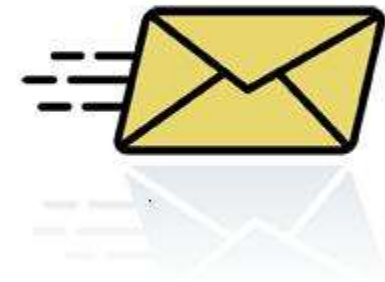
# Past due accounts

- Continue ebilling (who?)
- Contact and document
- Document any contact



# Notification

- 1<sup>st</sup> (inactive student status)
- 2<sup>nd</sup> with costs
- 3<sup>rd</sup> – placed
- Reclassify account



# Placed Accounts

- Provide contact information
- How should they collect
- You've hired them, let them work!
- Disputes



# Uncollectable

- **Close and returns**
- **No assets**
- **Unknown**





# Agency Check In



- Site visit
- Reporting
- Roll the accounts



# Questions

Thank You!

