

Student Tuition Past Due and Collection Policy

Policy Statement

A student is responsible for the payment of charges incurred at Odessa College by the stated payment deadlines. The purpose of this policy statement is to detail the specific process and action steps to be used to resolve an outstanding student account balance. Each student is responsible for understanding the charges and meeting all financial obligations on time. We recognize that many students receive financial assistance from third parties, including federal financial aid; but the ultimate financial responsibility belongs to the student.

Payment Policy

Upon Registration - Students are responsible for paying their tuition account balances in full by the specified semester due dates, whether they have received statement notification or not. Students who are not financial aid complete by the published deadlines must complete an installment agreement. Students should adhere to the billing due date to avoid possible registration termination or an additional reinstatement fee. Odessa College offers payment plan options through Nelnet (Facts) with no interest and a onetime \$25 processing fee per semester.

Outstanding Accounts- Students with partial payments, partial scholarships, and/or partial financial aid may be *exempt** from the payment due date set forth; but will require full payment by the first day of class.

Past Due- Balance is considered *past due* on the first day of class. If a student is not in good standing by the first day of class due to a balance of \$100 or more, the Student Account Manager may refer such account to the Registrar for a cancellation of enrollment.

***Exception:** A student with a balance of \$100 or less, after receiving financial aid, a scholarship, or a partial payment, will not be removed from their course. The student will be responsible for the balance due, whether they attended class or not; and a hold is placed until payment is made in full.

If a student is dropped from their course(s), but wishes to be reinstated after the census date, the student must see the Registrar's Office for approval. A reinstatement fee of \$150 will be accessed and must be paid along with tuition immediately.

Student Appeal

If you believe your bill is incorrect, or if you would like more information about a transaction on your bill, we must hear from you within 60 days of the bill that the item of concern first appeared.

Contact Information: Odessa College Campus Center
Student Financial Services
Room 101
432-335-6420

Student Account Manager: Melanie Allen
432-335-6600
mallen@odessa.edu

Collection Process

Letters and email blasts will be sent out on prearranged days to inform and attempt collection of past due balances before being reported to the collection agency.

- ❖ 30 Days Past Due- An email will be sent to student's Odessa College's email address and any other email address on file. Hold* will remain or placed.
*Hold – Student may not obtain a transcript, view grades or re-enroll until the amount is paid in full.
- ❖ 60 Days Past Due- Past due email and warning letter are sent out.
- ❖ 90 Days Past Due- Final letter will be mailed. **This is the Final Notice.**
- ❖ Student will have 14 days to respond from and repay debt before account is sent to collections.

Collection Placement- After the 14 days, from final notice, all accounts greater than \$250.00* will be referred to the collection agency.

- ❖ Accounts with the agency will incur collection costs
- ❖ The debt will be reported to credit bureaus.
- ❖ Student may not re-enroll until balance is paid in full.

***ACCOUNTS UNDER \$250.00 WILL REMAIN IN-HOUSE AND ACQUIRE A 15% PENALTY FEE, FROM THE ORIGINAL UNPAID BALANCE.**

Any questions regarding this policy may be directed to Student Accounts Office.

