



COLLEGE of CENTRAL FLORIDA

ADMINISTRATIVE PROCEDURE

Title: Student Fee Collection	
Page 1 of 1	Implementing Procedure For Policy #5.08
Date Approved/Revised: 6/20/05, 2/14/07, 4/07/21	Division: Administration and Finance

Purpose: The purpose of this procedure is to ensure consistent collection efforts through timely and systematic review of student accounts. Normally fees are due at the time of registration. However, payment may be deferred if a student is eligible for a Veteran's deferment or if they have applied for financial aid. In accordance with Florida State Board of Education Rule 6A-14.054, the College has elected to limit the deferral of fees to one per term, which is due 60 calendar days after the first day of class, regardless of any pending financial aid.

- As each term progresses, the Business Office will send out a first notice letter to students who have account balances for that specific term and are past the sixty (60) calendar day deferral period. If the student's account remains delinquent after fourteen (14) calendar days from the mailing date, a second notice letter will be sent. The second notice letter makes the student aware that if the matter is not resolved within another fourteen (14) calendar days, the matter will be turned over to a collection agency. (See attachments)
- Following turnover to the collection agency, the student can only pay through the collection agency. Please refer to the Financial Responsibility Agreement in the Student Handbook
- After the student's account has resided with our collection agency for ninety (90) calendar days, and the student has not paid off at least a third (1/3) of their account, including collection fees, it is deemed uncollectible and is presented to the District Board of Trustees for write-off. A write off only refers to the accounting treatment. The student's financial obligation continues. The student still has to pay the debt before they can re-enroll or request transcripts.
- Proposed write-off lists will be presented to the Board on a regular basis in compliance with this procedure.

Vice President, Administration & Finance		Date:
Approved by President		Date:

FIRST NOTICE

«DATE»

«LABEL»

RE: Notice of fees, fines, tuition, etc., due

Period: «YEAR»

Balance Due: \$ «ACCT_BAL»

Dear Student:

According to our records, you have not paid the above referenced fees, fines, etc. A “Hold” has been placed on your account and will remain there until the debt is paid in full. Holds can prevent you from enrolling in classes or obtaining information pertaining to your records, such as transcripts.

If your debt is to be paid by a third party other than financial aid, , such as vocational rehabilitation, your employer, etc., please fax your voucher to 352-873-5860. If you dispute this debt, you may file a student petition. The collection process will continue while the petition is in review.

In accordance with Florida State Board of Education Rule 6A-14.054, the College has elected to limit the deferral of fees, fines, etc., to one per semester, which is due 60 calendar days after the first day of class regardless of any pending financial aid.

You have several options for making payments.

- **Pay online by using a credit card:** Log in to your MyCF student portal. Click on the Finances tab. In Payment of Fees, click Online Payment. Click on Fee balances and Online Payment of Fees, and then on Make a Payment (make sure you are paying the correct semester).
- **Send a check:** Payable to College of Central Florida, 3001 SW College Rd - Bldg 5, Ocala, FL 34474. Put your student ID in the memo section.
- **Pay on campus:** Visit the cashier's window at the campus nearest you to pay in person.

If you have any questions or need more information, call us at 352-854-2322, ext. 1213, weekdays from 8 a.m. to 4:30 p.m. We will be happy to assist you.

PLEASE GIVE THIS MATTER YOUR PROMPT ATTENTION.

Sincerely,

The College of Central Florida Student Accounts Team
352-854-2322, ext. 1213 | studentaccounts@CF.edu

SECOND NOTICE

«DATE»

«LABEL»

RE: Notice of fees, fines, tuition, etc., due
Period: «YEAR»
Balance Due: \$ «ACCT_BAL»

Dear Student:

According to our records, you have not paid the above referenced past due fees, fines, etc. You must pay this debt in full within the next 14 calendar days or this matter will be turned over to a collection agency. If this occurs, additional charges will be added. Once your account has been turned over, you must pay the collection agency directly._

If your debt is to be paid by a third party other than financial aid, such as vocational rehabilitation, your employer, etc., please fax your voucher to 352-873-5860. If you dispute this debt, you may file a student petition. The collection process will continue while the petition is in review.

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