



COLLEGE of CENTRAL FLORIDA
ADMINISTRATIVE PROCEDURE

Title: Student Fee Collection	
Page 1 of 1	Implementing Procedure For Policy # 5.08
Date Approved: 06/20/05 Date Revised: 02/14/07	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 doesn’t respond to the first notice letter within 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.
- 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 and Finance

Date

Approved by President

Date

FIRST NOTICE

December 15, 2014

«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, obtaining transcripts or other information pertaining to your records. If your debt is to be paid by a third party other than financial aid, Vocational Rehabilitation, your employer, etc., please fax your voucher to 352-873-5860. If you dispute this debt, you may file a student petition. However, doing so will not stop the collection process.

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. If you would like to pay online by using a credit card, go to www.CF.edu. You may also send a check, payable to College of Central Florida, 3001 SW College Road, Ocala, FL 34474, or come to the Bryant Student Union, Room 101, at the Ocala Campus, and pay at the cashier’s window. If you are closer to one of our other campuses, you may pay there.

If you have any questions or need more information, call us at 352-854-2322, ext. 1710, 1202,1806 or 1213, weekdays from 8:30 a.m. to 4 p.m. We will be happy to assist you.

PLEASE GIVE THIS MATTER YOUR PROMPT ATTENTION.

Sincerely,

Cashiers,
Business Office, Collections

SECOND NOTICE

December 15, 2014

«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. For your convenience we are providing the agency's toll-free telephone number, 1-800-849-9791.

If you dispute this debt, you may file a student petition. However, doing so will not stop the collection process.

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, due 60 calendar days after the first day of class, regardless of any pending financial aid.

You have several options for making payments. If you would like to pay online by using a credit card, go to www.CF.edu. You may also send a check, payable to College of Central Florida, 3001 SW College Road, Ocala, FL 34474 or come to the Bryant Student Union, Room 101 at the Ocala Campus, and pay at the cashier's window. If you are closer to one of our other campuses, you may pay there.

If you have any questions or need more information, call us at 352-854-2322 Ext. 1710, 1202, 1806 or 1213, weekdays from 8:30 a.m. to 4:00 p.m. We will be happy to assist you in any way possible.

PLEASE GIVE THIS MATTER YOUR PROMPT ATTENTION.

Sincerely,

Cashiers,
Business Office, Collections

FINAL REMINDER

December 15, 2014

«LABEL»

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

Period: «YEAR»

Balance Due: \$ «ACCT_BAL»

Dear Student:

According to our records, your financial aid has been awarded, yet your above referenced debt has not been paid. 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 to your debt. Once your account has been turned over, you must pay the collection agency directly. For your convenience we are providing the agency's toll-free telephone number, 1-800-849-9791.

If you dispute this debt, you may file a student petition. However, doing so will not stop the collection process.

You have several options for making payments. If you would like to pay online by using a credit card, go to www.CF.edu. You may also send a check, payable to College of Central Florida, 3001 SW College Road, Ocala, FL 34474 or come to the Bryant Student Union, Room 101 at the Ocala Campus, and pay at the cashier's window. If you are closer to one of our other campuses, you may pay there.

If you have any questions or need more information, call us at 352-854-2322 Ext. 1710, 1202, 1806 or 1213, weekdays from 8:30 a.m. to 4 p.m. We will be happy to assist you in any way possible.

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Sincerely,

Cashiers,
Business Office, Collections