



## College of The Albemarle Procedure

### Procedure Number: 6.2.9.1

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**Title: Student Debt Collection**

**Related Policy: 6.2.9 Debt Collection**

**Division of Responsibility: Business and Administrative Services**

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The following Procedures shall be used for student debt collection:

#### **I. ENROLLED STUDENTS**

- A. As charges become past due, the student will be informed regarding holds impacting future registration, and diplomas. Such holds remain in place until the past due amount is resolved.
- B. Students with past due charges will receive a letter regarding holds at least once during Fall, Spring, and Summer semester prior to registration opening for the next Spring, Summer or Fall term. Failure of the student receiving the letter shall not, however, excuse the debt or vacate the hold.

#### **II. PREVIOUSLY ENROLLED STUDENTS**

- A. The College shall send the previously enrolled student a letter informing the student of the terms of the debt and how to pay the debt.
- B. If, after thirty (30) days, there is no satisfactory response to the letter, the College shall send a second letter and if no satisfactory response is received then final notice letters are sent; and
- C. If there is no satisfactory response to the final notice letters:
  - 1. Refer the matter to the North Carolina Department of Revenue pursuant to the Set-off Collection Act and the State Employees Debt Collection Act.
  - 2. And may refer the matter to one of the State approved collection agencies; andIf the Student is paying a debt in periodic payments satisfactory through the payment arrangement form to the College, the account may be retained until the account is satisfied.

June 13, 2023

June 2, 2025

June 2, 2025

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**Date Approved by President's Leadership Team**

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**Date of Last Review**

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**Date of Last Revision**