

# Student Accounts

## ROWAN UNIVERSITY POLICY

**Title:** *Student Accounts*

**Subject:** *Bursar*

**Policy No:** *FIN: 2016:08*

**Applies:** *University-Wide*

**Issuing Authority:** *President*

**Responsible Officer:** *Senior Vice President for Finance and CFO*

**Adopted:** *09/29/2016*

**Last Revision:** *10/30/2017*

**Last Reviewed:** *10/19/2022*

### I. PURPOSE

The purpose of this policy is to set forth responsibility for the management and administration of student accounts.

### II. ACCOUNTABILITY

At the direction of the President, the Senior Vice President for Finance and CFO shall implement this policy and the University's Director for Business Affairs & Bursar shall ensure compliance with the policy.

### III. APPLICABILITY

This policy is applicable to all students.

### IV. REFERENCES

1. Approved Refund Schedule Policy

### V. POLICY

1. Each year, the Board of Trustees evaluates and approves charges for tuition, fees, room and board recommended by the University.
2. The Director for Business Affairs & Bursar ensures the current tuition and fee charges are posted in the course schedules on the University's website and students are billed for course registration and tuition and fees in accordance with the schedule set forth in the University calendar.
3. Students must satisfy their financial obligation to the University by the due date specified on their tuition bill each semester. If the student is registering for classes after the semester due date, payment is due immediately.
  - a. This obligation consisting of applicable tuition, fees, room and board, may be satisfied by:
    - i. Full payment.
    - ii. A financial aid award by the University in combination with a payment for the balance owed, if any.
    - iii. The Deferred Payment Plan.
    - iv. Approved third-party billing
  - b. Failure to make payment by the due date may result in the cancellation of classes.

- c. Late payment fees and returned check fees will be assessed in accordance with the charges listed in the Master Schedule of Courses.
- d. Refunds for dropped classes will be processed in accordance with the University Approved Refund Schedule, which is published in the Master Schedule of Courses. Financial aid refunds will be processed in accordance with federal regulations, state guidelines and University policy and procedures.
- e. Any residual financial obligations owed for prior semester(s) should be satisfied before a student can register for a future semester.

#### 4. Denial of Services

- a. Students who do not meet their financial obligations may be placed on "Denial of Services" status. The University may deny a student graduation, readmission, registration, or access to records because of outstanding financial obligations to the University.
- b. This action may be taken in cases where reasonable notice of a debt and the consequences of non-payment have been given to the student. If a student does not meet his/her outstanding obligations by the established deadlines under the policy, the student will automatically be denied registration for the following semester, in addition to losing all other University services. Denial for future semesters will also be continued until such time as the obligation is met.
- c. The student will have the right to a hearing in cases of dispute concerning an obligation. The request for a hearing must be submitted in writing by the student to the appropriate department or office head in which the obligation exists.
  - i. If it becomes necessary, any appeal of a decision resulting from such a hearing must be arranged through the Hardship Committee. Forms are located in the Office of the Registrar in Savitz Hall.
  - ii. The University will have the right to withhold the degree and all records, including certification, transcripts, placement services, etc., pending satisfactory financial arrangements.

#### 5. Delinquent Accounts

- a. Delinquent accounts of students are submitted to the New Jersey Division of Taxation Set-Off Individual Liability Program (SOIL). The purpose of the Division of Taxation's set-off/offset programs is to prevent an individual or business from receiving a payment from the government (federal, state) while owing money to the government and has been highly successful with millions of dollars in tax debt collected.
- b. The Division of Revenue administers the SOIL program and each year notifies the University of the program specifications and the deadline for electronically filing debts with the program. The Director for Business Affairs & Bursar, or his or her designee, may submit a student account to SOIL program when the debt is in excess of \$25.00 and no payments have been received for at least six months.
- c. The Division of Revenue issues a notice to the taxpayer and, after a 35-45 day waiting period dependent on the participating agency and if the liability still is due, the SOIL program will withhold personal NJ Gross Income Tax Refunds, Saver Rebates and Homestead Rebates from taxpayers who have outstanding tax debts, debts to other state agencies and/or to the Federal Treasury. The monies collected are turned over to the creditor agency until the debt is eventually satisfied. The Division of Taxation retains a fixed percentage collection assistance fee.
- d. The Bursar's Office credits student account with the gross amount collected from SOIL by posting two entries in Banner: first for the SOIL payment and second the SOIL adjustment.