



# CALIFORNIA STATE UNIVERSITY, LONG BEACH

<b>Subject: Student Account Services/Delinquent Debts Owed To The University</b>	
<b>Department: Financial Management (Student Account Services)</b>	<b>Reference No.:</b>
<b>Division: Administration &amp; Finance</b>	<b>Issue Date: January 2005</b>
<b>References: N/A</b>	<b>Revision Date: N/A</b>
<b>Web Links: CSU Executive Order 145</b>	<b>Expiration Date: N/A</b>

## DELINQUENT DEBTS OWED TO THE UNIVERSITY

The President, under the general delegation of authority provided in Executive Order 145, may establish a policy requiring services to be withheld from a student for non-payment of debts owed to the University.

The University may withhold services including transcripts and registration for all delinquent debts. The University will withhold a diploma if there is indebtedness.

The Bursar's Office maintains records in the student financial system of all students who have outstanding debts (obligations) to the University. These records may be used to withhold services from students wishing to register for a new semester or apply for graduation.

The University will not normally wait until a student requests a service or until a service would otherwise be forthcoming before informing a student that services have been withheld.

Before the debt is recorded in the student financial system, it shall be the obligation of the department or office in which the debt occurred to notify the student.

When services are withheld for indebtedness, the Bursar's Office will notify the student by sending a copy of the bill and the consequences of failure to pay the debt to the email address on record as part of the weekly billing statements. In addition, monthly bills are sent via email. If payment has not been received after 60 days, a series of progressive collection letters are sent. The first two sent on succeeding months are sent by email. The third is sent hard copy via USPS. If payment is still not received, the balance is sent to the Franchise Tax Board (FTB) for collection. A hard copy letter is mailed to the student to notify them that their balance has been sent to the FTB for collection. At the discretion of the University, additional collection procedures can be taken such as the employment of a collection agency. The student will have the opportunity to review the University's determination that a debt exists before any essential services are withheld.

**FORMS:** N/A