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STUDENT ACCOUNTING

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7.01 OVERVIEW OF STUDENT ACCOUNTS OFFICE

Specific questions pertaining to this chapter may be directed to Phil Tartaglione in the Office of the Bursar at extension 4151.

The Student Accounts Office is responsible for maintaining the subsidiary accounting records for the Student Accounts Receivable and Unapplied Credit Accounts. These detail transaction records are maintained on the Banner Student Information System. On a weekly basis, summary journal entries are created from the Banner Student Information System and updated to the Rowan University Banner Financial Records System. The Banner Student Information System is reconciled to the Banner Financial Records System on a weekly basis. Additional office responsibilities include the billing of students for all tuition, room, board, and other student fee charges on a timely basis. The office records all student sponsor and scholarship information and submits billings to all third-party accounts on a semester basis. Student refunds and financial aid disbursements are processed in accordance with all federal/state guidelines and regulations. This includes the reviewing and processing of all refund/repayment calculations and the returning of financial aid funds to programs as mandated by federal/state regulations.

Major areas of responsibility include the following:

- Student Billing Cycles
- Pre-Registration
- In-Person Registration
- Deferred Payment
- Unpaid Charges (not deferred)
- Graduating Seniors
- Third-Party
- Financial Aid Reductions
- Dishonored Checks

- Process student payments
  - Pre-registration mail receipts
  - Final registration
  - Late registration/Drop/Add

- Process and disburse Federal Direct Loan, financial aid and scholarship refunds to students for the following financial awards:
  - Federal Direct Subsidized Loan
  - Federal Direct Unsubsidized Loan
7.01.1 STUDENT ACCOUNTS POLICY

All student charges for tuition, fees, room and debit cards are set by the Board of Trustees. Current tuition and fee charges are posted in the course schedules. Students will be billed for their pre-registration according to the schedule set forth in the University calendar. Each semester students must satisfy their financial obligation to the University before registration is complete. This obligation may consist of tuition, fees, room, board, etc. and may be satisfied by the following:

- Federal Direct PLUS Loan
- Federal Grants (PELL, SEOG)
- State Grants (EOF, TAG, GSS, GSDS, GSDSU)
- Private and Institutional Scholarships
  - NJ Class Loans
  - Other loans
- Process refunds to non-financial aid students for tuition, fees, room and debit card adjustments as a result of dropped classes, official withdrawal from school, overpayments, or reductions in charges.
- Issue all campus credit to eligible financial aid students.
- Review financial aid accounts of students who officially withdraw or drop out of all classes.
- Record and account for all dishonored checks received by the University.
- Submit daily "Program Requests" to Data Center Operations to schedule the programs necessary to update information to the Banner system.
- Maintain external accounts on Banner for housing security deposits and teacher certifications. Process refunds/payments as required.
- Process Special Course forms with payments (in conjunction with the Rowan University Grants Office) for courses offered through the C.P.C.E. Office.
- Reconcile the cash disbursements for the Federal Direct Loan Program with the Department of Education.
• Full payment;
• A financial aid award by the University in combination with a payment for the balance owed, if any; and/or
• The Deferred Payment Plan.

Failure to make payment by the due date will result in the cancellation of classes.

• Payments must be made:
  • By the due date printed on the pre-registration bill;
  • At the time of in-person registration; or
  • At the time of late registration.

Any financial obligation for one semester should be satisfied before a student can register for a succeeding semester. Students not meeting their financial obligations will be placed on Denial of Services. Students currently on Denial of Services may not receive any services from the University.

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.

Late payment fees and returned check fees will be assessed in accordance with the charges listed in the Master Schedule of Courses.

7.02 ACCOUNTS RECEIVABLE BILLING

7.02.1 PRE-REGISTRATION BILLING

Upon the completion of the following items, an off-line batch-billing program creates term invoices.

• Tuition and fee charges are generated by the Registrar's Office and updated into Banner Student Information System.
• Housing charges are updated into Banner by the Residential and Campus Life Office.
• Mandatory meal plan charges for students living in the residence halls are entered into Banner by the RowanCard Administrator.
**Expense detail codes (credits) are posted to student accounts for the following:**
- Graduate Assistants (tuition)
- Staff Waiver (tuition and fees, 6 crs.)
- C.E.A.P. (tuition & fees)
- Unemployed Persons Program (tuition)
- Minority Scholars (tuition)
- C.H.A.M.P. (tuition and fees)
- Alumni Scholar (room)
- MCSIIP (tuition)
- Semester Abroad (tuition and fees)
- Residential and Campus Life Student Staff Waivers (tuition/room/board)
- R.O.T.C. (tuition and fees)
- Trustee Scholars (tuition)
- Performing Arts (tuition)
- Russian Exchange Program (tuition and fees)
- MST Program (tuition)
- National Guard Waiver (tuition)
- Senior Citizen Waiver (tuition)

**Scholarships from the Development Fund and third party sponsors are linked from Sponsor accounts to student accounts for the following:**
- University awarded scholarships
- Inductotherm scholarships
- Private vendors

**The financial aid program transfers the financial aid awards over from the Financial Aid Module to the student billing and receivable accounts in the Banner Student Information System.**

**The financial aid credits are posted to student accounts.**

**The net amount is credited to the student accounts for all federal direct loan awards. A notification of the loan disbursement and cancellation rights is sent to all borrowers by postcard within 30 days after the account has been credited with direct loan funds.**

Student invoices and Statements of Account/Class Schedules are mailed with a pre-addressed return envelope.

**Deferred payment instructions are printed on back of bill.**
7.02.2 UNPAID (NOT DEFERRED) BILLING

A batch-billing program (TSRCBIL) is submitted at approximately the mid-point of the semester to bill student accounts that have a debit balance and are not on deferred payment.

7.02.3 DEFERRED PAYMENT BILLING

A batch-billing program (TSRCBIL) is submitted to the Banner system at approximately the mid-point of the semester to bill students on the University Deferred Payment Plan. The deferred payment plan requires students to pay one-half their semester charges at the time of registration. The remaining is billed at the mid-point of the semester. The University charges a deferred payment fee for this service.

7.02.4 LATE PAYMENT FEE BILLING

A late payment fee is assessed to students with unpaid balances after the billing due date.

FIRST LATE PAYMENT FEE:

- After the late fee is posted to the student accounts, the students are billed again with the first late charge appearing on the billing statement.
- A message is placed on the bill to inform the students to pay the balance by the due date to avoid an additional late fee charge.

SECOND LATE FEE:

- A second late fee is assessed if the unpaid balance is not paid by the due date of the first late fee billing.
- After the second late fee is posted to the student accounts, the students are billed again with the first and second late charges appearing on the billing statement.
- A printed message on the billing statement informs the student that the account is late. If bill is not paid within two weeks, the accounts are forwarded to the Collections Office to have a final notice letter sent.
7.02.5  GRADUATING SENIOR BILLING

A program is submitted to generate letters to students that have applied for graduation and have a balance due. If the student does not pay the balance due by graduation, the student will be placed on denial of services and will not receive transcripts or their diploma.

7.02.6  THIRD-PARTY BILLING

Tuition Assistance, which is provided by private industry, federal and state government agencies, is credited to student accounts through the use of a third-party billing system. The third-party sponsors are linked to the individual student accounts. Third-party sponsors are billed after the 40% refund period.

- A credit is linked to the student's account (TSACONT).
- A bill is prepared for each third-party sponsor identifying the student, the term and the amount due.
- Payments received from the third-party billings are applied to student A/R accounts.
  - Private vendor payments are credited using the detail code for the third party payment.

7.02.7  DISHONORED CHECK BILLING

All bank debit memos for dishonored checks are sent to the Student Accounts Office. The debit memos are recorded in a logbook and are charged back to the appropriate accounts in Banner Finance and Student.

- Banner Finance bank accounts
  - Clearing Account (cash receipts)
  - Development Fund

- Two Banner entries are posted to student or non-student accounts, one for the returned check fee, and one for the returned check.
  - The appropriate detail code for the returned check entry must be used for each of the following: Revenue, Telephone, University Bookstore, Housing Security Deposit, Admissions (Transfer), Recreation Center, Music Key, Teacher’s Certification, Other (i.e., all other departments not assigned a separate detail code).
  - Bad check counter in Banner is updated to represent the cumulative total of dishonored checks issued by the student.
• A returned check flag is placed on the student's account in Banner. This flag automatically places the student on denial of services. All services of the institution will be denied until the obligation is paid.
• The program is submitted to print dishonored check letters. The letter is sent to the student advising of the dishonored check, dishonored check fee, and of the placement on denial of services.
• The student is required to pay the obligation within ten days of the date of letter, or the Collection Department will assess additional late fees.
• Payment for dishonored check must be by cash, money order or certified check.

7.02.8 FINANCIAL AID REDUCTIONS

Any revisions made by the Financial Aid Office to student financial aid awards are updated daily. Financial aid debits are reviewed by the Student Accounts Office accountant. If a student has an award reduction that creates a debit balance on the student account, a bill is mailed to the student.

7.02.9 V. A. DEFERRED BILLING

Approved V. A. students are extended credit for tuition and fees. All V. A. deferred students are billed approximately four weeks before the end of term.

7.03 ENROLLMENT CANCELLATION DUE TO NON-PAYMENT

After the official payment due date passes, on-line batch job is executed against Banner student accounts to determine non-paid accounts. A debit balance report is created, reviewed by an accountant for accuracy and forwarded to Registrar. Pre-registration enrollments are cancelled by Registrar.

7.04 FEDERAL DIRECT LOANS/FINANCIAL AID REFUNDS

Financial aid refunds are processed in compliance with federal regulations and State guidelines. Student accounts with financial aid are reviewed by the Student Accounts accountant before any disbursements are issued.

• Enrollment status is verified according to the student's financial aid budget.
• Awards are reviewed for possible over-awards.
The initial groups of approved refunds are processed in batch through the Banner System. Accounts Payable forwards the checks to Student Accounts Office for distribution.

- Financial Aid Refunds
- Students are notified when checks are available.
  - Postcard is sent to student's permanent address.
  - Notice is placed in the University newspaper.

Students must present a photo I.D. before the check is disbursed.

- EOF students must submit an EOF release form from their EOF counselor before check can be disbursed.
- Refund check must be picked up in-person by student.
- If a student cannot pick up the check in-person, a mail request may be signed by student to have the refund mailed to the home address.
- The student must have a valid reason for requesting the check to be mailed, such as being off-campus for student teaching.

Federal direct PLUS loans are processed by submitting a disbursement document to the Accounts Payable Office.

- The parent name, social security number and address are entered into Banner.
- The refund amount is posted to the student's account.
- The disbursement document is printed listing the parent borrower as the payee for the check and the parent's address.
- The check is mailed to the parent borrower.

After the initial groups of refunds are processed, accounts are reviewed on a daily basis for possible refunds.

- Refunds may be processed in a batch through Banner; or
- Refunds are posted manually to the student's account.

Periodically program is run to identify disbursements not cashed.

- Checks are reissued to student; or
- Funds are returned to the appropriate programs.
Chapter 7

7.05 PRIVATE SCHOLARSHIPS

7.05.1 RECEIPT OF PRIVATE SCHOLARSHIPS

Scholarship payment is credited to student's account.

7.05.2 PRIVATE SCHOLARSHIP DONOR BILLING

If a student presents verification of a private scholarship, an attribute for private scholarship/special billing is posted to student's account. The donor will be billed after Rowan University's refund period for dropped classes has ended.

- The donor is sent a letter requesting payment.

7.05.3 SCHOLARSHIP REFUNDS

Scholarship refunds are processed to students on an individual basis. Upon receipt of scholarship funds, any excess funds are refunded to student.

Any donor stipulations for a scholarship award must be met before a refund is processed.

7.06 NON-FINANCIAL AID REFUNDS

Student accounts with credit balances are reviewed for eligibility of refund. Refunds are processed in batch through the Banner system.

- After the completion of the 100% refund period.

The batch programs are run to update the refund transactions in Banner Student/Finance.

- A Miscellaneous Disbursement Voucher is given to Accounts Payable for the refund batch.
- The checks are printed with the student's current permanent address on record with the Registrar's Office in Banner.
- The Accounts Payable Office mails the checks.
After the initial batches of refunds are processed, student accounts with credit balances are reviewed on a weekly basis. Refunds can be processed either by batch or individually by submitting miscellaneous disbursement documents to Accounts Payable.

7.07 RowanCard CREDIT

Credit is transferred to the RowanCard for students to purchase books and supplies in the University Bookstore and various on and off-campus vendors. Students must have credit available from financial aid, federal direct loans or scholarships after any charges for tuition, fees, room and board have been deducted. RowanCard Credit is issued up to the amount of credit available on the student’s account.

- Financial aid must be applied to the student's account before the all campus credit will be issued.
- A scholarship award must be credited to the account.
  - If scholarship information is not listed on Banner, the student must provide written verification from the scholarship donor.
- Student must be registered at appropriate level (full-time, 3/4 time, 1/2 time) before the RowanCard credit will be issued.

7.08 FINANCIAL AID DISBURSEMENTS TO STUDENT ATTENDING SEMESTER ABROAD PROGRAMS

Students registered in the semester abroad program may request to have their financial aid refund available on the first day of classes at Rowan University. Refunds will be processed for students that have financial aid credited to their account.

- A notice of procedures to follow is given to students planning to attend the semester abroad program.
- Students may sign a request to have their check mailed if they are going abroad before the check will be available.

7.09 NON-STUDENT ACCOUNTS

Accounts in Banner are created for non-students having dishonored checks for any department in the University. Banner I.D. numbers are assigned to accounts.
7.10 MAINTAIN BILLING RANGE FILES

Files are maintained with all of the current Banner detail codes and rates, which control the billing programs (SFARGFE, SLALMFE). All charges/credits have an individual detail code assigned. Files are created in advance for each new term.

7.11 PROCESSING SPECIAL COURSE FORMS

Payments for courses offered through the C.P.C.E. Office are submitted by the C.P.C.E. Office to Student Accounts for processing. Student names, I.D. numbers, course numbers, and payments are listed on a special course form.

- All information listed on the special course form is verified for accuracy, including payment amount.
- Bills are printed for each student and/or third party sponsor and mailed to appropriate address.

7.12 PROCESSING PAYMENTS FOR TEACHER CERTIFICATION

All education majors and students registered for the teacher certification program are required to apply for a teacher certification certificate. The Student Service Center accepts an application and payment from the student. The payment is forwarded to the Student Accounts Office for processing. The Student Accounts Office creates an external account in Banner for each student payment.

Approved applications are submitted to the Commissioner of Education, Bureau of Teacher Certification with a check for the total amount due for all certificates.

- Student payments are processed using the appropriate transaction detail code and by manually posting each payment transaction to the student’s account.
- The Student Services Center submits a payment request for those students approved for teacher certification.
- Each student's external account is checked for sufficient funds.

Logbook is maintained to record assigned numbers.
• Payment transaction is posted to each individual student account.
• A miscellaneous disbursement document is submitted to Accounts Payable for a check made payable to the Commissioner of Education. Check is forwarded to the Student Services Center for mailing.

7.13 DENIAL OF SERVICES

A program is submitted daily to automatically place student accounts on denial of services. A “BR” Bursar hold flag is placed on the student's account. The program removes the flag after the balance due has been paid.

• The program selects students in Banner with unpaid charges that:
  • are at least 30 days old;
  • have been previously billed; and/or
  • owe at least $50.00 or more.

• The Denial of Services status means that all services of the University are denied. This includes the following:
  • Graduate and undergraduate registration;
  • Copies of grade reports or transcripts;
  • Certification verification;
  • Diplomas; and
  • Any other records or services normally rendered by the University.

7.14 COLLECTIONS OFFICE

The Collections Office maintains records of delinquent student obligations owed to the various departments of the University and distributes monthly reports of paid and unpaid departmental charges to the various departments of the University. Delinquent accounts are forwarded to outside collection agencies and submitted to the Division of Taxation Set-Off Individual Liability Program (SOIL) Program for the withholding of tax refunds.

7.14.1 DEPARTMENTAL CHARGES

• Departments send obligation cards for student outstanding obligations that have been previously billed and remain unpaid. Charges referred to the Collection Department are at least 90 days old.
Examples of the types of charges that can be incurred are as follows:
- MIS - Telephone
- Student Health Center
- Athletic Department
- Library
- University Bookstore

Charges are entered into Banner with the appropriate detail code.
- Students are billed with a future due date of two weeks.
- Late fee is charged if not paid by the due date. Student is re-billed with a new due date.
- Second late fee is charged if not paid by the second due date.

Payments are received from the following:
- Students
- Collection Agencies
- SOIL Program
- The Library - Students may make a payment directly to the library. The library notifies the Collection Office of any payments.

Adjustments are submitted by the Departments to the Collections Office. Notice of Receipt of Payment and/or adjustment is processed, and charges are then adjusted on Banner.

A monthly paid and unpaid report is distributed to departments.

7.14.2 BILLING INQUIRIES

Specific billings for outstanding obligations have the Collection Office listed on the bill as the office to contact with any questions.

- Deferred payment billing
- Unpaid charges billing
- Dishonored check billing
7.14.3 DENIAL OF SERVICES REVIEW - BALANCES $50.00 OR LESS

A report is generated on a daily basis to list students who are on denial of services that have debit balances less than or equal to $50.00.

- On Banner, the BR hold for Denial of Services is removed if the student owes less than $50.00. The removal of this flag removes the student from Denial of Services.

7.14.4 FINAL NOTICE LETTERS

A program is submitted to generate letters to students with unpaid obligations, which have been previously billed. Students are notified that if their account is not paid within 10 days of the date of the letter, their account will be forwarded to an outside collection agency.

- Letter informs students that they are on denial of services.
- Students are given the option of arranging an interest-free payment plan.
- Letters are sent by certified mail. If there is no response, the accounts are sent to CAPAX Credit Control.

7.14.5 CAPAX CREDIT CONTROL

- CAPAX Credit Control sends a total of seven letters to each student.
- If there is no response from students after 90 days, the accounts are returned to the Collection Office. The accounts are then referred to an outside collection agency.

7.14.6 OUTSIDE COLLECTION AGENCY

Accounts are referred to outside collection agencies after they have been billed by CAPAX Credit Control and no response has been received from the student. The minimum account balance must be at least $100.00.

- Letter is sent to collection agency listing student name, social security number, Banner I.D. number, and amount of obligation.
- Information sheet for each student is attached to letter.
- Collection agency name and date submitted is entered on Banner.
The agency holds accounts for one year. If the accounts are uncollected after one year, the accounts are closed and returned to the University. They are then submitted to a second collection agency.

If the account remains unpaid after being placed with the second collection agency for one year, it is returned back to the University.

7.14.7 SOIL PROGRAM

Delinquent accounts are submitted to the New Jersey Division of Taxation Set-Off Individual Liability Program (SOIL). The University is notified yearly of the specifications for filing debts with the program. The University must submit SOIL input files on a magnetic tape by the required deadline.

- Requirements for an account to be submitted to SOIL are as follows:
  - Debts must be in excess of $50.00.
  - No payments on account for at least six months.
  - Anyone who is entitled to a homestead rebate or gross income tax refund will have their refund or rebate decreased by the amount of the debt due.
  - The Division of Taxation retains five percent collection assistance fee.
  - Net amount is sent to University.
  - University credits student account with the gross amount collected from SOIL by posting two entries in Banner using the appropriate detail codes.
    - First entry is for the SOIL payment.
    - Second entry is for the SOIL adjustment.
  - University sends student receipt of SOIL payment.

7.14.8 ADDRESS CHANGES - RETURNED MAIL

All returned correspondence is forwarded to the Collections Office.

- Any forwarding address given by Post Office is recorded on Banner.
- Permanent address may not be changed, but a collection address may be added to Banner.
- If student already has a new permanent address recorded on Banner, correspondence is re-mailed, and an anecdotal message is placed on the student's account.
- If new address cannot be located, the returned mail is filed in the correspondence file, and an anecdotal message is placed on the student's account.
7.14.9 **REVIEW OF TRANSCRIPT REQUESTS**

The Registrar's Office submits all transcript requests to the Collection Office for approval before transcript is mailed.

- Transcript payments are reconciled to the names listed on the transmittal list.
- The transcript request is denied if:
  - the student is on Denial of Services with a Bursar Hold Flag;
  - the account has a balance that is 30 days past due, $50.00 or more; or
  - the student has a Perkins Loan Hold flag.
- Transcript denial is noted on the anecdotal screen.
- Inactive student accounts are activated in Banner.
- Denied transcript requests and payments are returned to the students along with letter from the Collections Office or the Perkins Office.
- Corrections are made to the transmittal list and the list is forwarded to the Bursar's Office for processing payments.

7.14.10 **PAYMENT PLAN**

Students are given the option of arranging an interest-free payment plan. A packet is sent certified with a cover letter, payment plan agreement, personal information sheet, and payment envelope.

- Payment plan is indicated by “PP” hold flag.
- Debtor must sign and return the payment plan agreement along with the first payment.
- If a student defaults on a payment plan (no payment on account within 60 days), the account is sent to an outside collection agency.

7.14.11 **DISHONORED CHECK LATE FEES**

A file is maintained for unpaid dishonored check charges. Student accounts are reviewed on a weekly basis.

- Late charges are billed according to University policy.
- If the amount is unpaid after the second dishonored late fee billing:
  - A non-student account is sent a final notice letter by certified mail.
  - If student is currently enrolled, final notice letter is sent after the end of the term.
• If account is not paid within 10 days of the final notice, it is referred to CAPAX Credit Control.
• If the account remains unpaid after billing from CAPAX Credit Control, it is referred to an outside collection agency.

7.14.12 COLLECTIONS MONTHLY REPORT

The monthly report is prepared and submitted to Student Accounts accountant. This report details the following:

- Amounts collected by the outside collection agencies;
- The monthly activity for departmental charges and adjustments received from various offices on campus; and
- SOIL payments collected.

7.14.13 LEAVE OF ABSENCE/WITHDRAWAL FORMS

Students who officially withdraw from University must submit their withdrawal form to various offices on-campus. The Collection Office signs for the Bursar's acknowledgement on the form. The student's account is reviewed and any unpaid balance is noted on the form.

7.14.14 HOLDING OF DIPLOMAS

The Registrar's Office is given a denial list for all students that are graduating. Diplomas are held until their obligation is satisfied.

- The Collections Office will notify the Registrar’s Office when the obligation is satisfied.

7.15 PERKINS LOAN OVERVIEW

The Perkins Loan Office function at Rowan University is to oversee the effective operation of the Federal Perkins Loan Program. The main priority is to strictly adhere to the Federal Regulations which govern this Title IV Financial Aid Program. Major job responsibilities include maintaining detailed borrower accounts, complying with Federal accounting and reporting due diligence, conducting borrower interaction through counseling, and loan education and gathering information, as well as managing and evaluating third party servicers.
7.15.1 THIRD PARTY SERVICE

Rowan University employs Campus Partners as a third party billing servicer. According to Federal Regulation 668.25, institution and third party servicers are "jointly and severely liable" for complying with Federal Regulations governing all Title IV-HEA Programs.

Campus Partners is responsible for maintaining complete and detailed borrower portfolios, as well as providing a regular billing and borrower transaction processing service. In general, Federal Regulations governing the Federal Perkins Loan Program are met.

Campus Partners supplies the following detailed reports on an ongoing basis to the Perkins Loan Office, based on various transactions affecting loan amount balances:

- Student loan journal containing borrowers currently in repayment
- Fiscal Operations Analysis Reports (bi-annually)
- Transactions and adjustments journal (weekly)
- Collection agency activity reports and inventories (monthly)
- Enrolled borrower verification list/separation date verification report (quarterly)
- Changed name and address list (monthly)
- Bad address list (monthly)
- Borrower cross reference (quarterly)
- Student deferments as appropriate, to be filed in student's files (weekly)
- Cash activity and associated accounting reports (monthly)

Perkins Loan Office reviews monthly Campus Partners billing invoices for services that were performed. After verification of bill for accuracy, invoices are submitted to Accounts Payable section for payment on a timely basis. Departmental budget is constantly monitored to insure availability of funds.

7.15.2 STUDENT LOAN ACCOUNTING

The Federal Regulations regarding National Direct/Federal Perkins Student Loans are strictly adhered to so that loan advances, payment processing, delinquent account processing, deferment/forbearance postponement/cancellation applications, and financial aid processing are effectively completed.

Accounting entries for all loan program transactions are formulated from monthly servicer accounting reports and University originated transactions as they occur.
• Servicer transactions are extracted from monthly accounting reports onto encoding sheets and forwarded to bookkeeper for entry into the Banner financial records system. Entries are proved to daily transactions summary print-outs.

• Transactions originating at institution are assigned proper account classification and immediately updated to Banner by bookkeeper. Transactions are proofed to daily cashier settlement sheet.

Monthly trial balance of institution's loan program general ledger accounts is completed and compared to servicer subsidiary records at month-end to insure accuracy of all entries. All discrepancies are researched and resolved on a timely basis.

A second reconciliation of the "loan principal repaid" account between institution and servicer records is performed to identify any in-transit payment transactions. It also insures the proper accounting of interest and fees repaid by borrowers.

At year-end, a final loan fund balance sheet is constructed from institutional records along with a loan receivable aging of accounts in conjunction with servicer records.

• Year-end in-transit transaction records are identified.

On an annual basis, the Federal Fiscal Operations Report is completed, as required by federal regulations, for continued participation in loan program. This multi-faceted report represents the annual institutional operations for all Title IV Federal Programs.

• Perkins Loan Program trial balance is extracted from University general ledger account and edited to reflect in-transit items.

• Detailed aging of Perkins Loan receivables are extracted from servicer reports.

• Calculation of co-hort default rate report is completed through a complex formula involving loan receivables in relationship to the loan portfolio in total. Allowance for doubtful loans account is updated to reflect changes after application of University approved formula:
  • 5% of principal outstanding "in default less than 240 days (monthly) or 270 days (quarterly)";
  • 10% of principal outstanding "in default more than 240 days (monthly) or 270 days (quarterly)";
  • Formula is applied to borrower balances as of 6/30.
7.15.3  **FINANCIAL AID PROCESSING**

The student applies for financial aid, and the Financial Aid Office approves aid for the student, based on the student’s financial need. Some or all of this need may be satisfied by a Federal Perkins Student Loan.

When a student is approved for a loan, the following procedures will apply:

- Financial Aid Office forwards financial aid award letter to student offering financial assistance on an academic year basis upon enrollment.
- Student signs Financial Aid Award Letter acknowledging acceptance of award, then returns it to Financial Aid Office to finalize and apply award to student's account.
- Financial Aid Office encodes acceptance information into Banner system and daily execution of SBA590 program updates billing/records module with loan funds.
- A FOCUS program is submitted on a regular basis to identify loan borrowers and their status.
- Promissory notes are generated for loan recipients by Perkins Loan Office from interface with financial aid award file on a per semester disbursement period basis.
- Entrance interview hold flags are set on students accounts on Banner Student Information System in order to identify the process requirement and to withhold University services, including financial aid refunds.
- Upon completion of entrance interview (see Section 7.15.4), hold flags are removed, awards are finalized and funds are disbursed out of the loan fund.

7.15.4  **ENTRANCE INTERVIEW CONFERENCE**

Federal Regulations require Perkins Loan recipients to attend a mandatory entrance interview conference for promissory note signing and loan counseling.

Prepare necessary forms, documents and informational brochures required for conducting entrance interview.

Students are notified to schedule entrance interview conference.

- Postcard is sent to student's campus address and home address.
- Telephone calls are made to students as reminders to attend scheduled interview.

Student contacts Perkins Loan Office to schedule an in-person, one-on-one, dual-purpose conference where:
• Federal Regulations (see Federal Regulation 674.16) governing loan program are discussed.
• Signature of student borrower is required on following documents to finalize borrower’s loan award:
  • Promissory note that acknowledges borrower's acceptance of Federal Perkins Loan.
  • Copy of borrower's rights and responsibilities as outlined in Federal Regulations.
  • Borrower loan information sheet to supply Perkins Loan Office with pertinent information to assist in collection of loans.
• Ramifications of loan default are extensively stressed.
• Student questions are answered in full. Debt management counseling is administered in both fall and spring semesters.

After entrance interview, necessary documents are signed and completed on a per semester basis.

• Promissory notes, rights and responsibilities, truth in lending form, and loan information sheet are filed in borrower’s files and are placed in locked fireproof cabinets.

7.15.5 STUDENT LOAN ADVANCES

At each semester end, a FOCUS report is produced detailing Perkins Loan awards by student. These reports are reviewed and verified with financial aid award control totals as extracted through Banner. Loan recipients are researched and categorized into new loan (first time Perkins Loan borrowers) or loan advances (continuing borrowers with existing loan account file with billing service).

Upon determination of borrower status, the following occurs:

• Complete new-loan input forms for first time borrowers, and forward accurate loan amount, current address, telephone number, separation date, and note date to Campus Partners so that a detailed loan account is created for each new student loan. Complete and submit to Campus Partners a New Loan Batch Ticket Transmittal form.
• Complete loan advance sheets for continuing borrowers with previous loans and submit to Campus Partners to update borrower's accounts with proper loan amounts, note date and updated separation dates. Complete and submit to Campus Partners an Advance Batch Ticket Transmittal form.
• Advise servicer to report all new accounts to credit bureaus, as well as update loan amount and biographical borrower information on existing accounts.
On a monthly basis, loan input forms and reports returned from servicer are compared with new loan and advances accounting reports to insure correct and timely processing of all loan types.

- Investigate and reconcile any differences that may exist.

### 7.15.6 EXIT INTERVIEW CONFERENCE

Federal Regulations require Perkins Loan recipients to attend a mandatory exit interview conference for explanation of repayment schedule and debt management counseling at the time a student ceases to be enrolled at least on a half time basis.

Enrolled and grace borrower report from servicer is crossed referenced against graduating senior report generated from Banner system to determine borrowers that need exit interviews.

Hold flags are placed on Banner system for borrowers who must attend exit interview.

Postcards are mailed to selected borrowers.

Conduct an in-person, one-on-one, confidential exit interview with student prior to student separating from school, where the borrower is supplied with or advised of the following:

- The terms and outstanding balance of the loan;
- Borrower's duty to repay the loan in accordance with the repayment schedule;
- Explanation of consequences of defaulting, including at a minimum possible referral to a collection firm, credit bureau reporting and litigation;
- Stressed importance of borrower's responsibility to inform Rowan University of any changes of name, address, telephone and social security number;
- The borrower's rights to forbearance, deferment, cancellation or postponement of repayment, and the procedures for filing those benefits;
- The borrower's responsibility to contact Rowan University in a timely manner before due date of any payment that cannot be made on time;
- Copies of promissory notes; and
- Copy of loan summary and disclosure statement after he/she signs same.

Completed documentation is filed in borrower’s file and hold flags are removed from borrower’s account on Banner system. Campus Partners is notified of borrower’s proper separation date.
7.15.7 MAINTAINING ACCURATE BORROWER FILES

Each semester interface enrolled and grace borrower report from Campus Partners to Banner student system to determine:

- If student is currently enrolled at least a half-time status, separation date is verified and corrected, if necessary.
- If student has separated (i.e., withdrew, transferred or ceased being an at least half-time student), servicer is notified of change of separation date by completing and submitting Separation Date Changes form to Campus Partners.

Students have their exit interview conducted by mail, which is certified and return receipt requested, to comply with federal regulations. The same forms that students receive during an in-person exit interview are supplied to borrower. A cover letter is included informing them of the hold flag on their records until completed documents are returned to Perkins Loan Office.

When completed documentation is received by Perkins Loan Office, they are filed in borrower's file system, and hold flag is removed.

Weekly paperwork, such as deferments, forbearance, and pertinent information, is accurately filed in appropriate borrower files.

7.15.8 LOAN REPAYMENT PROCESS

Federal regulations state that payments of Federal Perkins Loans are not required to begin until a student has ceased being enrolled for nine months (grace period). During this time, no interest will accrue on the loan principal balance.

Once a borrower separates from Rowan University, the following occurs:

- Campus Partners makes mail contact with borrower to insure correct mailing address.
- Borrower receives copy of loan disclosure statement from Campus Partners shortly after separation from institution.
- Campus Partners notifies borrower of ending of grace period and beginning of interest accrual.
- Two weeks prior to due date, borrower is sent a bill from Campus Partners, which contains loan amount and interest and return envelope for payment (to be sent to Campus Partners).
- Student returns payment with portion of bill to Campus Partners.
Campus Partners processes loan payment and updates borrower's account.  
Campus Partners supplies Perkins Loan Office payment transactions on a weekly basis.

### 7.15.9 DELINQUENT LOAN PROCESSING

Campus Partners, in compliance with federal regulations due diligence requirements, notifies all delinquent borrowers using the following methods:

- Sends borrower a 15 days past due notice.  
- Sends borrower a 45 days past due notice.  
- Sends borrower a 60 days past due demand notice.  
- Makes three attempts to contact borrower by phone to inform them of the delinquent status of their loan, and instructs borrower to contact institution to make payment arrangements.

Rowan University complies with Federal Regulations due diligence requirements of delinquent loans in the following ways:

- Perkins Loan Office Student Loan Investigator utilizes Campus Partners monthly delinquent borrower reports to attempt contact with borrowers.  
- Performs institutional skip tracing, check anecdotal screens, transcript requests and borrower files for reference information.  
- Attempt to contact borrower by telephone to establish payment arrangements.

### 7.15.10 OUTSIDE COLLECTION AGENCIES

In accordance with federal regulations, when all in-house collection efforts are exhausted, selected outside collection agencies are employed by the institution to continue collection efforts.

- Institution reviews delinquent borrower accounts from monthly servicer accounts and selects accounts to be placed with outside collection agencies for further collection efforts.  
- Institution notifies servicer of selected accounts by completing Collection Agency Placements and Transferral form.  
- Campus Partners accelerates loan balances and forwards delinquent borrower accounts to respective collection agencies.
Collection agencies strictly adhere to federal regulations governing the loan program, as well as third party collection practices in general, in order to satisfy borrower debts through loan collection or document processing.

- Skiptrace bad address through credit bureau reports, telephone directories, Metro net search, which includes neighbors, asset information, address, telephone number and tax assessors’ offices, and update accounts with servicer.
- Telephone borrower to ensure proper address.
- Notify borrower by mail to inform him/her of their outstanding debt.
- Contact borrower by telephone to attempt collection of debt. Set up alternative payment agreements.
- Upon recommendation of attorney, proceed with litigation on delinquent borrowers.

Upon receipt of payments, collection agencies forward payments to institution on a monthly basis.

- Institution forwards payments from collection agency to Campus Partners to apply payments to borrower’s accounts.
- Institution reconciles servicer monthly reports with agency reports to ensure accuracy in the application of payments.
- Monitor activity of collection agencies in compliance with Federal Regulations.

**7.15.11 SOIL (SET-OFF INDIVIDUAL LIABILITY)

The New Jersey Department of Taxation (NJTAX) withholds state income tax refunds and homestead rebates of delinquent borrowers:

- Institution authorizes servicer to generate a record file if delinquent borrower accounts are 90 days or more past due and with a minimum balance of $25.00.
- Tape file is formatted in accordance with NJTAX requirements with required manifest and certification.
- Servicer forwards formatted tape to Perkins Law Office.
- Institution forwards tape to NJTAX with required manifest and certification.

NJTAX withholds state income tax refunds and homestead rebates of delinquent borrowers.

- NJTAX notifies borrowers of intent to withhold refund.
- Borrower has 30 days to request hearing.
- Institution receives two-part cards verifying borrower debt.
• Institution returns required part-one card for authorization of payment or release of refund.
• Institution receives NJTAX payments and forwards to servicer to update accounts accordingly.

7.15.12 **DENIAL OF SERVICES**

Flags are updated and maintained with University Banner Student System of delinquent borrowers.

• Hold flags in Banner Student Information System are adjusted accordingly to monthly servicer reports.
• Daily transcript requests are reviewed according to hold flag and loan status.
• Transcript requests are denied if:
  • Borrower has failed to meet exit interview requirements; or
  • Default of student loan obligation for non-payment.
• Notifies borrower of denial transcript request.
• Registrar staff forwards transcript request form of denied student to Perkins Loan Office for update of names and address changes.

Interact with other departments regarding restoration of University services.

7.16 **OVERVIEW OF DINING/RowanCard OPERATIONS**

This process uses and integrated campus access management system that allows purchases against cardholder accounts at selected on-campus and off-campus locations. Additionally, responsibilities include providing accounting and reporting support to third party food service companies towards meeting the dining needs of the University community.

7.16.1 **STUDENT DINING CARD/RowanCard POLICY**

All residence hall students are required to participate in the University administered dining plan that provides the opportunity for food purchases each semester. All students and other members of the University community are offered a variety of plans that allow for supplemental food purchases at varying rates at the discretion of the student. Accordingly, the Bursar’s Office accurately maintains appropriate information and controls within the Banner Student Information System and in the RowanCard Computer System (Blackboard).
7.16.2 STUDENT DINING SERVICES

RESIDENT HALL STUDENT - DINING SERVICE ACCOUNT

All students living in the traditional residence halls are required to purchase a meal plan. This requirement is part of the Residential and Campus Life/Dining Service Academic Year Contract. The charge is entered to the student’s account on the Banner system and appears on the Tuition Bill. The student must make payment or receive financial clearance from the Bursar’s Office before the meal plan is activated. The meal plan is activated on the Blackboard system a week before move-in day each semester.

Prior to the beginning of each semester, the Residential and Campus Life Office continually updates the Banner Student Information System with resident location information as contracts are completed.

- Prior to each Semester billing by the Bursar’s Office, a Banner program updates room and board charges to student accounts in Banner based on location codes inputted by the Residential and Campus Life Office.
- Prior to move-in day, the RowanCard computer system (Blackboard) is interfaced with the Banner system via MIS program in order to populate Blackboard with meal plans, and to activate student RowanCard Dining Dollars accounts.
- Throughout the enrollment period, general student residency is closely monitored. With the approval of the RevenueAccountant, adjustments are processed to dining charges based on room changes, withdrawals, or late admits.
- After the end of the fall semester, all students with unspent Dining Dollars remaining in their dining accounts will have those funds automatically transferred via MIS program to their spring semester accounts.
- Dining Dollars are refundable at the end of the academic year or upon students withdraw from the University.

ALL STUDENTS - RowanCard ACCOUNTS

All students may voluntarily purchase a Boro Bucks Account in the amount of their choice. Application forms are available in the Bursar’s Office and are part of the Residential and Campus Life/Apartment Academic Year Contract. The student must make payment or receive financial clearance from the Bursar's Office before the funds are credited to Blackboard. Approved application forms are forwarded to Blackboard Administrator for system update.
Prior to the beginning of the school year:
- The Residential and Campus Life Office continually forwards the completed application forms to the Bursar's Office as they are received. Additional application forms are completed over-the-counter in the Bursar's Office.
- Bookkeeper enters the charge amounts into Banner system. Forms are initialed and dated and later alphabetized and filed.
- The RowanCard computer system (Blackboard) is interfaced with the Banner system via an MIS program in order to populate Blackboard with Boro Bucks amounts and to activate student RowanCards for purchase throughout the school year.
- Students may complete applications in the Bursar's Office to initiate accounts or to add to existing accounts. The charge is updated to Banner, and payment is requested at the point of purchase. The completed application form is forwarded to the Blackboard administrator for manual and timely update to the Blackboard system in order to allow immediate purchases by the student.
- At the end of the academic year, a student may request that the Boro Bucks Account be closed and any unused funds be refunded. A request form is completed in the Bursar's Office, and adjusting entries are performed by the Blackboard Administrator to Banner and the Blackboard system.

7.16.3 SYSTEM MAINTENANCE OF DINING

Under the close supervision of the Revenue Accountant, the Blackboard Administrator maintains the integrity of the system by monitoring and updating transactions, performing reconciliation, and providing management reports as requested. Customer services are also rendered by providing account balance information, transaction detail reports and by the processing of lost cards.

- On a weekly basis, an MIS program is executed which identifies balance discrepancies between the Blackboard system and the Banner system for a specific period of time. A reconciliation is performed, differences are researched, and corrections are made on a timely basis by the Blackboard Administrator with the approval of Revenue Accountant.
- Periodically through the school year, reconciliations are performed between actual request forms received and transactions updated into the Banner system over a specific period of time. All discrepancies are quickly resolved. The Revenue Accountant reviews and approves any correcting transactions as required. Request forms are filed in student folders for audit purposes.
• On a daily basis throughout the school year, reports are executed, identifying changes in residence hall occupancy. These detailed reports are reviewed by the Blackboard Administrator to insure that the dining card account participation remains in agreement with residency by making adjusting system entries where required.

• On a daily basis, Blackboard Administrator reviews transactions to Blackboard pertaining to previous-day purchases from authorized private vendor by students. Discrepancies are researched and corrected.

• Blackboard Administrator maintains management and control of all electronic card readers used by vendor as well as those used in Bursar’s Office retained as spares. In-depth knowledge of reader operation and programming is required.

• Blackboard Administrator monitors an automated telephone lost card reporting system designed to allow prompt action to prohibit the fraudulent use of lost or stolen Dining/Debit account cards. Lost card reports are completed as they occur on a daily basis. Blackboard system flags are set to freeze accounts pending new card issuance.

• Each academic term, when registration has ended, the Revenue Accountant generates a report to identify those card holder accounts with available balances that are no longer enrolled. Upon review, the Blackboard Administrator closes out the Blackboard system accounts. Identical adjusting entries are also processed to the Banner system. Student refunds of the remaining balances are then processed, where applicable.

7.16.4 RELATIONSHIP WITH DINING SERVICE VENDOR (Sodexo)

The University has formed a contractual relationship with a food service company (Sodexo) for the purpose of day-to-day preparation and delivery of meals to the general University community. This relationship requires a two-way street of reporting, invoice processing, payment receipt processing, and face-to-face interaction between the two parties. The Revenue Accountant provides general supervision of all aspects of Dining Service accounting and document processing. Accurate and timely accounting of activities insures smooth continued operations of both parties.

• On a daily and weekly basis, a report is generated that summarizes both daily and weekly sales volume of both dining card meals consumed, and debit account purchase amounts. These reports segregate the totals by location campus-wide. Upon review and approval by the Revenue Accountant, report copies are forwarded to Sodexo on a daily basis. Reports are used internally to monitor sales, for management reporting, and to verify vendor invoices. Reports are filed by date.

• On a weekly basis, Blackboard Administrator completes Purchase Order transaction to issue payment to Sodexo for previous week’s sales. Payment represents amount of
purchases minus commission made by dining/RowanCards at dining locations. Invoice amount is verified for accuracy. Voucher is completed accurately and proper signatures are secured. Voucher is then forwarded to the Accounts Payable office for check issuance.