

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, transcripts and diplomas. Such holds remain in place until the past due amount is resolved.
- B. Students with past due charges will receive a statement regarding their balance. Failure of the student receiving the statement shall not, however, excuse the debt or vacate the hold.

**II. Previously Enrolled Students**

- A. The College shall send the previously enrolled student a statement informing the student of their debt and how to pay the debt.
- B. If, after thirty (30) days, there is no satisfactory response, the College shall send a letter; and
- C. If, after thirty days, there is no satisfactory response to the letter:
  - 1. Refer the matter to one of the State approved collection agencies; and
  - 2. Refer the matter to the North Carolina Department of Revenue pursuant to the Set-off Collection Act and the State Employees Debt Collection Act.

If the Student is paying a debt in periodic payments satisfactory to the College, the account may be retained until the account is satisfied.

Adopted: August 26, 2022