

# Debt Collection Procedure

The following Procedures shall be used for student debt collection:

## I. Enrolled Students

1. 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.
2. Students with past due charges will receive a letter regarding holds at least once during fall and spring semester prior to registration opening for the next spring or fall term. Failure of the student receiving the letter shall not, however, excuse the debt or vacate the hold.

## II. Previously Enrolled Students

1. 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.
2. If, after 30 days, there is no satisfactory response to the letter, the College shall send a second and final letter; and
3. If, after 30 days, there is no satisfactory response to the second letter:
  - a. Refer the matter to one of the State approved collection agencies; and
  - b. 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.

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