**Students' Financial Obligations UPPS No. 03.01.06**

**Issue No. 7**

**Effective Date: 01/09/2020**

**Next Review Date: 07/01/2025 (E5Y)**

**Sr. Reviewer: Treasurer**

**01. POLICY STATEMENTS**

01.01 This policy sets forth Texas State University’s procedures for students' financial obligations.

01.02 University administrators have a fiduciary responsibility to maximize the collection of financial obligations owed to the state and the university. The university will make every reasonable effort to notify students of any outstanding financial obligations. It is the student's responsibility to meet these obligations as required.

01.03 [Student Business Services](http://www.sbs.txstate.edu/) has primary responsibility for establishing and administering policies and procedures for the collection of students’ financial obligations.

**02. AUTHORITY**

02.01 Students' Financial Obligations – [Section 54.007(a-b) of the Texas Education Code](https://statutes.capitol.texas.gov/Docs/ED/htm/ED.54.htm) allows tuition and fees to either be paid in full before the beginning of the semester or be paid under an installment plan with an initial payment due before the beginning of the semester. Students are expected to meet their financial obligations to Texas State within the designated time allowed.

02.02 Penalties for Failure to Pay – [Section 54.007 (c-d) of the Texas Education Code](https://statutes.capitol.texas.gov/Docs/ED/htm/ED.54.htm) allows for consequences to be imposed for failure to pay in the allotted time the amount owed to the university for tuition, fees, charges, or any other financial obligations.

02.03 Authorization for system-wide policies regarding student financial obligations can be found in [The Texas State University System (TSUS) Rules and Regulations, Chapter VI, Subsections 9.2 and 9.3](https://www.tsus.edu/about-tsus/policies.html).

03. DEFINITIONS AND PROCEDURES FOR HANDLING OUTSTANDING FINANCIAL OBLIGATIONS

03.01 Student financial obligations may include the following:

1. tuition, room, board, late registration fees, orientation fees, application fees, and other registration-related fees, (such as computer services fee, library fee, campus recreation, shuttlebus, and the student center);

b. other charges that may be added to an account balance due to adding classes, financial aid reversals, returned items including e-checks, auxiliary charges, etc.; and

c. any authorized fees charged to the student or other debt owed to the university.

03.02 Notice of Financial Obligations – The university will give due notice to students failing to meet their financial obligations by email to the Texas State student email account, campus mail, or standard U. S. Postal Service.

[Student Business Services](https://www.sbs.txstate.edu/) will utilize standard university publications (such as the university website) to advise students of the consequences for non-payment of fees or for failure to clear a returned check or other debts.

03.03 As consequences for the student’s failure to meet financial obligations, the university may:

a. withhold official transcripts;

b. deny registration and payment confirmation for subsequent semesters;

c. assess additional fees for delinquent payments and returned items as detailed on the [Student Business Services website](http://www.sbs.txstate.edu/);

d. report unpaid university obligations to credit agencies;

e. cease university-provided services; and

f. place warrant holds with the State Comptroller’s Office stopping state payment to the individual owing the debt.

03.04 Financial Holds – [Student Business Services](https://www.sbs.txstate.edu/) will place financial holds on the records of students who have outstanding financial obligations. When the student has cleared all financial obligations, [Student Business Services](https://www.sbs.txstate.edu/) will remove the hold and restore services, as referenced in Section 03.03.

03.05 Bank Returned Payments (Returned Item) – The university will place students who present three bank returned items within a one-year period of time (measured from the date the first payment is returned to the date the third payment is returned) on a cash basis (e.g., cash, cashier’s check, certified check, or credit card) for one year (measured from the date the third returned item is paid). The university will place students who present seven returned item payments, in total, on a permanent cash basis (e.g., cash, cashier’s check, certified check, or credit card).

03.06 Students may appeal these actions by presenting written documentation to the director of Student Business Services that an accounting error in recording payment caused the administrative actions. The university will accept documented emergencies that precluded payment by the due date as the only other grounds for appeal. Lack of sufficient funds will not be considered an emergency circumstance. The director of Student Business Services will review the written material and make a decision with due consideration to the student's welfare.

**04. PROCEDURES FOR WITHHOLDING TRANSCRIPTS**

04.01 The [Family Educational Rights and Privacy Act of 1974](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&ved=0CEUQFjAD&url=https%3A%2F%2Fwww2.ed.gov%2Fpolicy%2Fgen%2Fguid%2Ffpco%2Fpdf%2Fht12-17-08-att.pdf&ei=eptOVO3aBNjroATDwYGoCQ&usg=AFQjCNGhRK808EjZjKWKIDwVOabppe8-vQ&sig2=o43KBdFVWsrbbxO91k6HEA&bvm=bv.77880786,d.cGU&cad=rja) requires that the university provide requesting individuals copies of their unofficial grade transcripts and other education records as requested, even though the requesting party may have an outstanding obligation to the university. The university may withhold an official validated transcript with the registrar's seal thereon from a person with outstanding financial obligations to the university.

04.02 If a student has unresolved financial obligations to the university, and if the student has neither filed for bankruptcy nor had the debt discharged in bankruptcy, the university will follow these procedures in allowing the student (or someone acting on their behalf) access to their transcript:

a. the registrar will produce the transcript for inspection or duplication at the Registrar’s Office, while the original transcript will remain in the Registrar’s Office;

b. the registrar will not question the person seeking to inspect or copy the transcript other than requesting the party’s proper identification, identifying the requested transcript, and establishing that the registrar can honor the request;

c. the registrar should afford the student an opportunity to take notes of the contents of the transcript, or pay for its duplication, or both; and

d. the registrar may charge only the actual copying cost for a non-certified transcript.

**05. RESPONSIBILITIES FOR COLLECTING STUDENTS’ FINANCIAL OBLIGATIONS**

05.01 [Student Business Services](https://www.sbs.txstate.edu/) has primary responsibility for the collection of registration-related student fees and other financial charges and will work to assure that losses from unpaid student financial obligations are minimized. When it is feasible, [Student Business Services](https://www.sbs.txstate.edu/) will also assist other university departments in the collection of non-registration fees, per the following section.

05.02 University departments that collect non-registration student fees and other financial charges have primary responsibility for the collection of such amounts. They should exercise diligence in their collection efforts, to minimize losses from unpaid obligations. Departments may request assistance from [Student Business Services](https://www.sbs.txstate.edu/) in collection of the debt such as a monetary hold on the student’s account and billing of the charge. Once the charge is assessed on the student’s receivable account, payments must be made through [Student Business Services](https://www.sbs.txstate.edu/).

**06. PROCEDURE FOR DISSEMINATION OF THIS POLICY**

06.01 The university has adopted the Board authorization as policy. The treasurer shall be responsible for assuring that this policy is published in the university catalogs, registration information booklets, and other appropriate publications.

**07. REVIEWER OF THIS UPPS**

07.01 Reviewer of this UPPS includes the following:

 Position Date

Treasurer July 1 E5Y

**08. CERTIFICATION STATEMENT**

This UPPS has been approved by the following individuals in their official capacities and represents Texas State policy and procedure from the date of this document until superseded.

Treasurer; senior reviewer of this UPPS

Vice President for Finance and Support Services

President