TEXAS SOUTHERN UNIVERSITY MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION: Fiscal Affairs

NUMBER: 03.08.06

AREA: Billing and Collections

TITLE/SUBJECT: Student Financial Obligation

I. POLICY STATEMENT

This policy details all procedures relating to student financial obligations.

II. PURPOSE AND SCOPE

This policy outlines the circumstances within which a student with an outstanding debt to the institution may enter into an agreement to pay the debt over time. The policy also summarizes the federal guidelines regulating the application to outstanding balances of financial aid—commonly called Title IV, and administered through the US Department of Education.

III. DEFINITIONS

IV. POLICY PROVISIONS

- 1. Students with an outstanding account balance from previous terms may pay the debt over time specified in a Promissory Note (Exhibit A) for that purpose. Students with exceptional circumstances that demonstrate a financial need and ability to pay may be granted a Promissory Note with extended payment terms (Exhibit B). Extended Payment Promissory Notes will be evaluated on an exceptional basis.
- 2. The Promissory Note must be repaid within the prescribed payment period. This program is not intended to supplement or replace any regular long-term aid or assistance offered by the Student Financial Aid Office.
- 3. A Promissory Note is available only while school is in session.
- 4. A financial hold on a student's account can be removed with an executed and approved Promissory Note.
- 5. Students are responsible for paying their debt within the established Promissory Note deadline.
- 6. Non-payment of a Promissory Note within established deadlines can result in the reapplication of a financial hold. A financial hold on a student's account can result in a hold of their transcript, registration, and/or denial of future Promissory Notes.

- 7. A past due Promissory Note can be sent to a collection agency.
- 8. As stated in the *Federal Register Department of Education Federal Student Aid Programs 34CFR Part § 668.164 Disbursing Funds*, the institution may use title IV, HEA program funds to credit a student's account at the institution to satisfy:

8.1 Current year charges for:

- 8.1.1 Tuition and fees;
- 8.1.2 Board, if the student contracts with the institution for board;
- 8.1.3 Room, if the student contracts with the institution for room; and
- 8.1.4 Other educationally related charges incurred by the student at the institution, if the institution obtains the student's or parent's authorization under 34 CFR § 668.165(b).

8.2 Prior award year charges for a total of not more than \$200 for:

- 8.2.1 Tuition and fees, room, or board; and
- 8.2.2 Other educationally related charges incurred by the student at the institution, if the institution obtains the student's or parent's authorization under 34 CFR § 668.165(b).
- 8.3 Books and materials purchased with a book voucher, as stated in the Financial Aid Handbook Chapter 2 page 5-41:
 - 8.3.1 The cost of books and materials purchased with a book voucher can be considered institutional charges if a book voucher issued by a school cannot be used to purchase course materials from a convenient unaffiliated source. The student does not have a real and reasonable opportunity to purchase his or her course materials elsewhere.

9. PROCEDURE

- 9.1 Up to \$200 of prior *aid-year*, outstanding financial obligations can be paid with current *aid-year* Title IV funds, consistent with Federal Department of Education regulations.
- 9.2 Students must sign and check the appropriate authorization boxes on the TSU Federal (Title IV) Authorization Statements (Exhibit C) before the university can apply current year aid towards a student's prior year outstanding balance.
- 9.3 Current *aid-year* funds can only be used to pay for non-qualifying charges if the appropriate authorization box is checked on the Texas Southern University

Federal (Title IV) Authorization Statements Form. All other amounts must be paid by the student.

- 9.4 The Promissory Note amount will be determined by The Office of Student Accounting.
- 9.5 Students may pick up Promissory Note applications in the Office of Student Accounting or on-line via the MyTSU web portal.
- 9.6 Students complete the applications and submit to the Office of Student Accounting. Processing time is usually one (1) business day; however, during peak times, such as the beginning of the semester, it may take up to three (3) business days. Incomplete applications will not be considered.
- 9.7 Students can have only one Promissory Note per term. If the Promissory Note is not paid in full by the due date, both transcripts and registration will be blocked (a hold placed on the account) until the account is paid in full. Failure to repay a Promissory Note can result in ineligibility to receive future Promissory Notes.
- 9.8 Decisions to approve the Promissory Note will be based on certain student criteria, such as the number of hours enrolled, GPA, and other outstanding promissory notes.
- 9.9 If approved, the Promissory Note will be applied to the student's account automatically. A receipt and copy of the approved Promissory Note application will be given to the student directly or e-mailed to the address on the Promissory Note application.

V. APPROVAL

Christina Ordonez-Campos, CPA Controller

Kenneth Huewitt

Vice President of Administration & Finance/CFO

President

Effective Date

5/9/2018

Exhibit A – Promissory Note

Signature

Entered By:

Revised October 25, 2011

Student's Acknowledgement:

TSU Now	Texas Southern Uni	versity Student A	ccounting	TSU Now	
		omissory Note / nancial Obligati		; Term(s)	
Date:// Name	:Last		First	м	
Student ID#:	Phone #: (Area Code			
Address:Street Number			Preferred Email		
City		State		Zip Code	
Outstanding Account Balance: \$	Cumulativ	e GPA		Anticipated Graduation Date	_
STUDENT WHO FAILS TO MAK PROHIBITED FROM REGISTERING	ory note as shown above by E FULL PAYMENT OF T FOR CLASSES AND RECE	[DATE]. I understand UITION AND FEES, IVING TRANSCRIPT	d this promissory not INCLUDING ANY S UNTIL FULL PAYN	te represents an obligation to TSU. I INCIDENTAL FEES, BY THE DU MENT IS MADE. A STUDENT WHO	E DATE MAY BE D FAILS TO MAKE
understand that a Texas state hold co collection costs associated with this p on my promissory note if allowable b signature represents that I have read	in be placed on my account, promissory note. I hereby au y DOE. If I withdraw from TS and am in full agreement w Bell Building at 3100 Cleburr	and that the past due (thorize TSU to initiate (U for any reason, the ith the requirements f are Avenue, Houston, T	promissory note can a transfer from my s amount of the promi or this promissory no exas 77004 - (713) 35	FOR WORK DONE THAT SEMES be sent to a collection agency. I agre student account and apply against the sory note is due immediately. I also o tee. Payments on the promissory note 13-7052. The terms of approved prom	e to pay any and all balance remaining understand that my e are to be made at
I certify that all information provided	l is true, accurate, and comp	liete.			
Applicant's Signature			Date		
Approved	Denied Denied	For Official Use	: Only d for Further Action	Refund Processing Authoria	ation Form
Comments:					

Date:

Date:

Date:

TSD	Now.
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Texas Southern University Student Accounting

TSU Now.

REFUND PROCESSING AUTHORIZATION

Dear Student,

It is anticipated that you will receive a refund during Spring 2017. This refund is the result of receiving Title IV funds in excess of your allowable educational costs as defined under the Title IV regulations for federal financial aid. Your current term charges will be paid to the extent possible with your Title IV funds.

Title IV regulations do not allow us to deduct charges from a prior aid year or unallowable costs from current aid year funds without your authorization. Therefore you will need to pay the outstanding balance of \$______ to prevent a financial hold from being placed on your account. If a financial hold is placed on your account, you cannot receive grades or transcripts, and you may be unable to register for additional classes. You will also be prevented from graduating until all financial obligations are satisfied.

For your convenience, we are offering the following refund processing options to you:

Refund Processing Options

- 1 I would like my full refund issued to me.
- J I would like TSU to deduct the full outstanding balance from my refund.
- I would like TSU to deduct a partial amount of S______ from my refund.

Authorization Statements

I am aware of my current outstanding balance of \$______, which is _______ days past due. I understand that non-payment of this outstanding bill may result in a financial hold being placed on my account. I understand that not paying this debt may prevent me from selecting classes, reviewing grades and obtaining transcripts. In addition, I understand that non-payment of this outstanding bill will make me ineligible for future payment arrangements and my account is subject to being sent to an external collection agency after 120 days.

My authorization is valid for this agreement only. Any future authorizations require another agreement.

Name:

T# or SS

Signature:

Date:

Please select one Refund Processing Option, sign and return this form to Student Accounting

Revised October 23, 2011

21003e



Texas Southern University Student Accounting



Texas Southern University

Promissory Note Requirements

Definition: Promissory notes are legal and binding agreements between the student and the University. They are used to defer prior term/semester/year outstanding financial obligations that have been incurred but are not eligible to be paid by current year financial aid.

Purpose: Promissory notes at Texas Southern University are established to provide assistance to students who experience temporary linancial difficulty in paying outstanding financial obligations from previous terms/semesters. The maximum promissory note amount and the repayment ported for extenuating circumstances will be determined by Student Accounting in conjunction with Student Financial Aid and TSU Business Affairs.

Eligibility Requirements:

- 1. Currently enrolled at TSU with 5 hours or more
- 2. 2.0 GPA or higher
- No past due promissory note balances
- Not graduating in the upcoming semester

Repayment Terms:

This is a zero interest promissory note. There is no option to defer payments. There is no penalty for early payment of the debt. There are no late payment from. However, failure to pay by the due date can prevent you from registering from classes, receiving transcripts, and receiving additional promissory notes or installine it payment plans. Additionally, you can be denied credit for classes taken. Filing for bankruptcy does not relieve you of the obligation to repay this promissory note. You may still be held responsible for full payment. The terms of approved promissory notes will be available and will not change for 80 days after approval except as a result of adjustments to interest rates and other changes permitted by law. Upon graduation the promissory note balance is due immediately. Otherwise the student risks not receiving a diploma and may have to reapply for graduation to receive a diploma the following somester.

Cancellation:

This promissory note may be concelled at any time. There is no penalty for cancellation. However, the balance due on your account will become immediately payable in full.

Cancel lations are allowed in person and via email or fax. Cancellations are only allowed with photo identification.

Repayment Period: The promissory note must be repaid within the prescribed payment period as agreed upon. The promissory note represents an obligation to TSU. If the promissory note applicant withdraws from TSU for any reason, the amount of the promissory note is due immediately. Should the promissory note applicant have a credit balance on their student account and at the same time an outstanding amount on this promissory note. TSU can transfer from the student account and apply against the balance remaining on the promissory note. It is not the intent of this program to supplement or replace any regular long term all or assistance offered by the Student Financial Ald Office. Promissory notes available only while school is in replace.

A student can have only one promissory note per term. A student who fails to make full payment of tultion and fees, including any incidental fees, by the due date may be prohibited from registering for classes and receiving transcripts until full payment is made. A student who fails to make full payment prior to the end of the semester or term may be credit for work done that semester or term. Additionally, failure to repay a promissory note can result in ineligibility to receive future promissory notes.

Processing Time: Please allow up to three business days for an update by email. Incomplete applications will not be considered.

Application Process: The application must be typed or printed legibly and must be signed by the applicant. The student will present the completed and signed application to the Accounts Receivable Section of the Student Accounting Office in Bell Building along with their student ID and driver's Feerse/state ID.

Promissory Note Decisions: The promissory note amount will be determined by Student Accounting in conjunction with Student Hinancial Aid and TSU Business Office. Decisions will be based upon university guidelines and apility to pay the amounts due. If approved, the student will be sent an e-mail and must either respond to the e-mail for further processing or return to Student Accounting to sign as acknowledgement of being approved. The promissory note will be not be applied to your student account automatically. If you are denied, you will be sent an e-mail lotting you know why you were denied.

Alternative Financing

TSU may have alternative financial assistance available to you. You may obtain additional information concerning Federal financial assistance from ISU Financial Aid Office or at the U.S. Department of Education website <u>www.ed.gov</u>. To find out about TSU specific financial assistance, please contact the TSU Financial Aid Office at <u>http://em.tsu.edu/financialaid/index.phg</u>

Kewised October 25, 2011

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Exhibit B – Promissory Note Extended Payments

	TSU Now Texas South	ern University Student .	Accounting
	Promissory	Note Application	
	Outstanding Financial O		Term(s)
Date:	Student ID:		
Student Name:			
	(Last) Student Email Address:	(First)	(Middle)
Permanent Street Address:		Permanent Phone#	
City	State	Zip	
Outstanding Account Balance	:\$ Cumulative GPA	Number of Hours En	rolled
Please check the payment ter	ms requested: Extended Payments		
	rmining Payment Due Date For The 1 P		
Fall Down	Spring Payment Due By:	Summer I	Summer II
Payment Due By:	Payment Due by:	Payment Due by:	Payment Due By:
What financial resources do y	r extended payments (brief background	s and repay this promissory no	te on time?
	address of your nearest relative (exclusion of the family is acceptable.		s know your address (i.e., aunt, uncle). If no ed as a reference!
Name	Relationship	Telep	hone #
Address	City	St	ateZip
that A STUDENT WHO FAIL MAY BE PROHIBITED FROM WHO FAILS TO MAKE FULL SEMESTER OR TERM. A Tex pay any and all collection cos apply against the balance re promissory note is due imm requirements for this promis: Building at 3100 Cleburne Ave The terms of approved prom interest rates and other chan I certify that all information	A state hold can be placed, and that my soromissory note as shown above. I und S TO MAKE FULL PAYMENT OF TUR M REGISTERING FOR CLASSES AND R PAYMENT PRIOR TO THE END OF TH as state hold can be placed, and that if ts associated with this promissory note maining on my promissory note if allo ediately. I also understand that my sory note. Payments on the promissor enue, Houston, Texas 77004 - (713) 313 issory notes will be available and will ges permitted by law.	TION AND FEES, INCLUDING ECCEIVING TRANSCRIPTS UNT IE SEMESTER OR TERM MAY the past due promissory note of . I hereby authorize TSU to in wable by DOE. If I withdraw signature represents that I ha y note are to be made on-line of -7052. not change for 30 days after a te.	epresents an obligation to TSU. I understand ANY INCIDENTAL FEES, BY THE DUE DATE FIL FULL PAYMENT IS MADE. A STUDENT BE DENIED CREDIT FOR WORK DONE THAT can be sent to a collection agency. I agree to itiate a transfer from my student account and from TSU for any reason, the amount of the two read and am in full agreement with the or at the Customer Service window in the Bell approval except as a result of adjustments to
Applicant's Signature		Date	
	For Of	fficial Use Only	

Forwarded for Further Action Denied Approved **1 |** P a g e Revised August 20, 2010

	xas Southern University Student Accounting
STotal Promissory Note	
Extended Payment Promissory Note Terms:	
# of payments (principal & interest) du	re in the amount of \$ on the κκ th day of each month.
The first payment is due	and the last payment is
ilgnature:	Date:
Entered By:	Date:
	Texas Southern University Promissory Note Regularements
emporary financial difficulty in paying outsta promissory note amount and the repayment per conjunction with Student Financial Ald and TSU Bu sligibility Requirements:	inding financial obligations from previous terms/semesters. The maximum iod for extenuating sincumstances will be determined by Student Accounting in Islness Affairs.
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promissory note is due immediately. Should the promissory note applicant have a credit balance on their student account and at the same time an outstanding amount on this promissory note, TSU can initiate a transfer from the student account and apply against the balance remaining on the premissory note. It is not the intent of this program to supplement or replace any regular long-term aid or assistance offered by the Student Financial Aid Office. Promissory notes are available only while school is in SESSION.

A STUDENT CAN HAVE ONLY ONE PROMISSORY NOTE PER TERM. A STUDENT VAIO FAILS TO MAKE FULL PAYMENT OF TUITION AND FEES, INCLUDING ANY INCIDENTAL FEES, BY THE DUE DATE MAY BE PROHIBITED FROM REGISTERING FOR CLASSES AND RECEIVING TRANSCRIPTS UNTIL FULL PAYMENT IS MADE. A. STUDENT WHO FAILS TO MAKE FULL PAYMENT PRIOR TO THE END OF THE SEMESTER OR TERM MAY BE CREDIT FOR WORK DONE THAT SEMESTER OR TERM. ADDITIONALLY, FAILURE TO REPAY A PROMISSORY NOTE CAN RESULT IN INELIGIBILITY TO RECEIVE FUTURE PROMISSORY NOTES.

Processing Time: Normal processing time is one working day; however, during peak times, such as the beginning of the semester, it could be as long as three days. Incomplete applications will not be considered.

Application Process: The application must be typed or printed legibly and must be signed by the applicant. The student will present the completed and signed application to the Accounts Receivable Section of the Student Accounting Office in Bell Building along with their student ID and driver's license/state ID.

Fromissory Note Decisions: The promissory note amount will be determined by Student Accounting in conjunction with Student Financial Aid and TSU Business Office. Decisions will be based upon university guidelines and ability to pay the amounts due. If approved, the promissory note will be applied to your student account automatically. A receipt and copy of your approved promissory note application will be given to you directly or e-mailed to the address on the promissory note application.

Alternative Financing

TSU may have alternative financial assistance available to you. You may obtain additional information concerning Federal financial assistance from TSU Financial Aid Office or at the U.S. Department of Education website www.ed.gov. To find out about TSU specific financial assistance, please contact the TSU Financial Ald Office at http://em.tsu.edu/financialaid/index.php.

Revised August 20, 2010

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Exhibit C – Federal (Title IV) Authorization Statements

SU Texas Southern University Office of Student Financial Services Ph: 713-313-7071 • Fax: 713-313-1859 • financial Services@tsu.edu • www.em.tsu.edu				
FEDERAL (TITLE IV) AUTHORIZATION STATEMENTS				
Name	T-Number/Social Security Number			
loans) as part of their financial aid package are re form will instruct the University on how to apply	, ACG, Smart, PLUS, and Perkins and Stafford and Graduate Plus equired to complete a Title IV Authorization form. This authorization excess Title IV funds to your student account. Excess Title IV funds ds posted to your student account exceeds charges for tuition, student			
	uesting a refund of either your excess Title IV funds or any other ur enrollment at Texas Southern University. The refund policy is <u>m.tsu.edu</u> .			
If you have any questions regarding this authoriz Services/Financial Aid Office by telephone at 71:	ation, contact the Texas Southern University Financial 3-313-7071 or email <u>financialservices@tsu.edu</u> .			
Graduate Plus Loans) credited to a student's acco funds only to qualifying charges (tuition, student UNIVERSITY). However, students can authorize	funds (Pell, SEOG, ACG, Smart, PLUS and Perkins and Stafford and sunt require TEXAS SOUTHERN UNIVERSITY to apply the Title IV fees, room and board if billed by TEXAS SOUTHERN to TEXAS SOUTHERN UNIVERSITY to apply any Title IV funds in non-qualifying charges such as bookstore purchases, meals, library			
in full by the first business day of the following n	ing of each month. Outstanding balances on those statements are due nonth. In order to simplify the payment of those balances, it is OUTHERN UNIVERSITY to apply any excess Title IV funds to any at and prior years.			
To enable the University to apply excess Title IV must select "Yes" on the Authorizations Statemer	funds to outstanding non-qualifying charges on your account, you nt below.			
	ization Statements below, Title IV funds in excess of qualifying standing or future charges will remain your responsibility.			
AUTHORIZATION STATEMENTS				
	to apply excess Title IV funds to all outstanding non-qualifying student account by the University during the current award year.			
Yes	No			
	to apply excess Title IV funds to outstanding non-qualifying charges the University for the immediately preceding award year.			
Yes	No			
Your authorizations will remain in effect for the o UNIVERSITY. You may, at any time, change yo	entire period that you are enrolled at TEXAS SOUTHERN our authorizations by resubmitting this form.			
Signature:	Date:			
Texa Office of S	end your documents to: s Southern University Student Financial Services me Street • Houston, TX 77004			