



THE FLORIDA STATE UNIVERSITY
FOUNDATION

The Florida State University Foundation, Inc.
Student Loan Policies & Procedures
Effective February 2015

STUDENT LOAN POLICIES

Scope and Definitions

These policies and procedures apply to loans of Foundation funds issued directly to students by The Florida State University Office of Student Business Services (SBS). The term “Responsible Party” refers to any Dean, Vice President or other individual who has ultimate authority over the fund from which the loan is being issued and this person normally reports to the President or any Vice President of The Florida State University (FSU). “Unit” refers to any FSU academic or administrative unit overseen by a Responsible Party, as previously defined.

Several University units have funds at the Foundation that are designated for emergency loans to students. These units should be able to respond directly to students whose academic success is threatened by economic circumstance. Since student need may result from any number of situations, the terms and conditions for providing emergency assistance must reside with the party to whom the student is closely associated – the University unit. This policy is intended to provide flexibility and independence, within the context of accounting and fiduciary controls.

Eligibility Criteria and Terms

The eligibility criteria for terms of a student loan may be established by each Responsible Party, within the following parameters:

- The student requesting the loan must be enrolled at FSU in at least 6 credit hours for the current semester;
- The student cannot have any unpaid or past due loans with the University or Foundation;
- The due date on the student loan may not exceed 30 days from the date of check issuance and must not extend beyond the student’s expected graduation date;
- Extensions on the due date may be granted for a period up to 90 days from the date of check issuance upon written request by the Responsible Party to the Foundation. Due to Truth in Lending Act (TILA) regulations, no extensions may be made beyond 90 days;
- Student loans may not be “forgiven”;
- The student must present a picture ID to SBS and sign a promissory note in order to receive their loan check.

Approval

Each loan must be approved by the Responsible Party within the Unit. None of the provisions outlined in the eligibility criteria and terms section associated with a specific loan may be waived without the prior approval of the Chief Financial Officer of the Foundation.

Loan Repayment

Students will be required to submit repayments back to Student Business Services directly by one of the following methods:

- Payments can be made online at <http://fees.fsu.edu> with an FSUCard, American Express, MasterCard, Visa and/or Echeck. A \$5.00 per transaction convenience fee is assessed for online payments.
- Students may make payment in person. Lobby hours are 8:30 a.m. to 4:30 p.m. Monday through Friday.
- Mailed payments should be sent to Student Business Services, PO Box 3062394, Tallahassee, FL 33062-2394. Make checks payable to The Florida State University and include FSUSN or full name.

If there has been an error or to discuss payment arrangements, please contact SFS at (850) 644-9452 or email to StudentBusiness@fsu.edu. A returned check charge is assessed against a student's account when a check/electronic payment is returned by the bank to The Florida State University for any reason. A fee of \$25.00 or 5% of the amount of the check/electronic payment, whichever is greater, will be assessed to the student's account. The Florida State University automatically submits all personal checks twice for payment if the check was returned once for non-sufficient or uncollected funds. This is an automated process and the second submission cannot be stopped.

Collection of Delinquent Loans

Any student account where a portion of the loan remains outstanding beyond 30 days will be considered delinquent unless an extension has been requested by the Responsible Party within the Unit and approved by the Foundation. Academic holds will be placed on delinquent accounts. The academic hold will prevent students from registering for classes, participating in graduation ceremonies, receiving a diploma or receiving transcripts and will not be removed until the delinquent loan balance is paid in full. The Foundation, through administrative oversight of SBS, may refer delinquent loans to a professional collection agency, with due notice to the Responsible Party.

Reconciliation of Foundation Records to SBS

The Foundation will review monthly activity reports provided by SBS to record adjustments, as necessary, for student loans that have been issued or repaid during the month.

STUDENT LOAN PROCEDURES

Issuance

To initiate a request to issue a student loan, the Unit will advise the student to complete "The Florida State University Foundation Student Loan Application" (see attached). The student and the Responsible Party will sign the student loan application once the following sections have been completed:

Student sections requiring completion:

- Personal Information
- Reference
- Student Information
- Loan Information

Responsible Party section requiring completion:

- Loan Approval (make sure Fund # and Fund Name are provided to ensure there is no delay by the Foundation in the processing of the loan.

Once the student loan application has been completed and approved by the Responsible Party, it should be forwarded to the Foundation for processing. A disbursement request is not required.

Processing

The Foundation will review the student loan application and determine the standing of the student with SBS to make a decision concerning whether or not to approve the loan. Factors that can impact the approval of a loan include but are not limited to the following for the Foundation or FSU: returned check charges, unpaid or past due loans, collection fees or other outstanding A/R charges associated with the student. In the event that the Foundation has determined the student is not in good standing, Foundation staff will communicate with the Responsible Party to make a final decision on the loan.

If the student's record is in good standing with the Foundation and FSU and the loan is approved, the Foundation will complete the form and charge the Foundation fund for the student loan requested. The student loan application will be forwarded to SBS for processing the check. SBS will notify the Unit when the paperwork has been received and the student can come by, sign the promissory note and receive their loan check.



Student Loan Application

Personal Information

Name _____ FSUSN _____
Last First MI

Local Address _____
Street City State Zip Code

Permanent Address _____
Street City State Zip Code

Local Phone (____) _____ Email Address _____

Reference (spouses may not be used)

Type of Reference _____ Name _____ Phone (____) _____

Student Information

Classification _____ Hours Enrolled _____ Degree Seeking? Yes No

Graduation Date _____ / _____
Semester Year

Loan Information

Loan amount requested \$ _____

Reason for loan request:

Do you owe money to the University? Yes No If yes, how much? \$ _____

Students Signature _____ Date _____

Loan Repayment

Start Date: _____ End Date: _____

of Payments: _____ Amount per month \$ _____ Loan \$ _____

Loan Approval

Department Contact Name _____ Phone Number _____

I approve the requested loan to be disbursed from the Foundation fund indicated below:

Fund # _____ Fund Name _____

Responsible Party (Dean/VP) Signature _____ Date _____

FOR OFFICE USE ONLY-DO NOT WRITE BELOW THIS LINE

Approved Denied By Foundation Personnel: _____
Name Date



Student Financial Services

Policy Name:

Accounts Receivable

Student Financial Services/8:30 a.m.-4:30p.m., Monday-Friday
A1500 University Center, Tallahassee, FL 32306-2394

I. Policy:

This document establishes guidelines for the prudent assessment and collection of student accounts receivable in the best interest of The Florida State University. Although this policy primarily applies to student account receivables, including university issued short term loans, procedures stated may be used to process other delinquent receivables from vendors and non-student accounts. This policy does not apply to any federal loans.

II. Assessing Accounts Receivable Charges

Accounts Receivable is a sub-system of the Cashiering System. There are many fees that are put on Accounts Receivable primarily relating to student assessments, which include tuition, admissions deposits, FSUCard fees, housing, food services, book store, library, Title IV returns and delayed delivery loans to name just a few charges.

Charges are added to the Accounts Receivable System in four ways: nightly batch upload, online, periodically via Excel spreadsheet upload, and manually. Charges put on the system may contain a due date of current future or pending. Charges will be expired, paid or adjusted. SFS staff will reconcile daily charges and credits.

The departments who own the charges are also expected to reconcile daily inputs and payments. As a minimum they should include

- Written policies and procedures for the recording and collection of their accounts receivable charges
- Adequate internal controls to assure the proper separation of duties
- Compliance with The Florida State University and Federal polices, plans, procedures, laws and regulations
- A periodic review of accounts and procedures

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- Setting up an Accounts Receivable Charge
 - University departments who wish to add a charge, or series of charges, for a student or vendor to the University accounts receivable system should complete and submit the Accounts Receivable Charge Input Request form (<http://www.sfs.fsu.edu/sfsforms/ChargeInputForm.pdf>).
 - NOTE: Adding a charge ensures that a billing notification will be produced and every attempt to collect the debt will be made by FSU. Per FSU policy, students who owe \$.01 or more to the University will not be able to register for classes, receive transcripts or receive a diploma. The hold will not be removed for outstanding debt until the debt is paid in full.
- Accounts Receivable Invoicing
 - Students will receive an electronic billing notice
 - All debtors, other than current students, will receive a paper statement for 120 days.
 - All charges uncollected after 120 days will be deemed uncollectible by the University and sent to a third party collection agency where a 30% fee will be added to the total outstanding due. After a period of two years, if the charge has not been collected, it will be removed from the current fiscal books in a bi-annual write-off. The charge will still be owed to the University and a hold will remain on the account, however the charge will not be actively collected. If the debtor were to call for re-registration, transcript or diploma, the charge would then be reactivated for payment.
- Charge Adjusting (adjusting the amount due)
 - If an established charge needs to be adjusted or removed on the University accounts receivable system, a Charge Adjustment Form must be completed and processed Student Financial Services, or the designated departmental employee is appropriate.
(<http://www.sfs.fsu.edu/sfsforms/ChargeAdjustmentForm.pdf>)
- Delinquency Fees
 - Students who have amounts owed to the university may not complete their registration, participate in graduation ceremonies, receive a diploma, receive an associate in arts certificate or receive transcripts until all amounts owed to the university have been settled. Tuition payments received after the published deadline are considered late and will be assessed a \$100.00 late payment fee in

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addition to the Drop Policy (<http://www.sfs.fsu.edu/nonpayment.html>). Students have the right to request that this fee be waived. The Request to Waive Late Payment Fee is available online at http://www.sfs.fsu.edu/documents/lpwrequest_001.pdf.

III. Payments for Outstanding Account Receivable Charges:

- Payments can be made online at <http://fees.fsu.edu> with an FSUCard, American Express, MasterCard, Visa and/or Echeck. A \$5.00 per transaction convenience fee is assessed for online payments.
- Students may to make payment in person. Lobby hours are 8:30 a.m.-4:30 p.m.
- Mailed payments should be sent to Student Financial Services, PO Box 3062394, Tallahassee, FL 33062-2394. Make checks payable to Florida State University and include FSUSN or full name.
- If there has been an error or to discuss payment arrangements, please contact The Office of Student Financial Services at (850) 644-9452 or email to sfs@admin.fsu.edu.
- A returned check charge is assessed against a student's account when a check/electronic payment is returned by the bank to The Florida State University for any reason. A fee of \$25.00 or 5% of the amount of the check/electronic payment, whichever is greater, will be assessed to the student's account. All reimbursements to the University must be made with cash, money order or cashier's check. The Florida State University automatically submits all personal checks twice for payment if the check was returned once for non-sufficient or uncollected funds. This is an automated process and the second submission cannot be stopped.
 - In addition to the returned check/electronic payment charge, if the initial payment is for tuition, and redemption of the returned check/electronic payment is not made prior to the tuition payment deadline, a \$100.00 Late Payment Fee is assessed.
- The Florida State University places a hold on accepting checks from the student for 90 days after redemption for any services, tuition or fees that are owed to the university if a personal check/electronic payment is returned. If a second payment is returned or a stop payment is placed on it, the student will be permanently listed on all departments 'ACCEPT CSH ONLY' list, and no checks will be accepted from that day forward from that student.
- Notification will be sent to the student via mail to the address on the check or to the last maintained address in Florida State University's records. A copy of the notification letter will be sent to the maker of the check. After notification that a check has been returned, redemption (including the service charge) must be made by seven (7) working days. The Florida State University forwards all returned checks

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to the State Attorney's Office for redemption and prosecution after collections efforts are exhausted. After a returned check is forwarded to the State Attorney's Office, redemption of the check will not prevent prosecution. Reference Florida Statutes Title XLVI Chapter 832; Crimes-Violations Involving Checks and Drafts; 832.07.

IV. Criteria for Recognizing an Account Receivable:

An account receivable will be recognized and recorded in the University's cashiering system (NWRDC) when:

- A student has enrolled for classes at the University or has been registered for classes by the University;
- A student has incurred charges for costs associated with attendance, such as housing, library fees, parking tickets, health fees, from which a benefit to the student is derived;
- Payment is due to the University from the student or a contracted third party and has not yet been received;
- Account receivable charges are added to the cashiering system at the request of the department whose budget will receive the revenue or be reimbursed.

V. Collecting Accounts Receivable:

The following steps are conducted in collecting accounts receivable which are delinquent.

An account will be considered delinquent if the following apply:

- The account balance is at least 181 days old;
- The debtor has not exhibited concern regarding the delinquent account (i.e., payment agreement);
- The debtor is not an active student.

Aging Bracket in Days with Approximate Billing and Collection Activity

Active Students

- 0 – 30 Payment in full is due
- 1 – 120 Student Financial Services emails student monthly with balances due
- 1 – 180 Transcript and registration holds are placed on student accounts that are past due and remain until the account is paid in full

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Inactive Students

- 0 – 30 Payment in full is due
- 1 – 120 Student Financial Services mails paper billing statements to debtors with balances over \$5.00
- 120 – 150 Student Financial Services receipts payments and establishes payment arrangement without penalty. This is the last opportunity a debtor has to make a payment without penalty.
- 150 – 180 Student Financial Services compiles list of accounts of debtors subject to be sent to the collection agency
- 180 – 545 Collection fees are added. Accounts are placed with first placement agencies. Payments in this time period will be through the collection agency and subject to the collection agency fees. A hold on transcripts, diplomas and registration will remain until paid in full. Collection agencies are authorized to litigate delinquent accounts, if necessary.
- 545 – 575 Accounts returned from first placement agency, collection fees are removed and the accounts are prepared to go to second placement agency. Debtor is allowed to make payment in full or payment arrangements during this period without penalty.
- 575 – 940 Collection fees are added. Accounts are placed with second placement agency. Payments in this time period will be through the collection agency and subject to the collection agency fees. A hold on transcripts and diplomas will remain until paid in full. Collection agencies are authorized to litigate delinquent accounts, if necessary.
- 940 – 1120 Accounts are classified as Uncollectible and will be returned from second placement agency, collection fees are removed. The accounts are prepared to be written off of The Florida State University's fiscal accounting books.
- 1 - 120 Accounts are reviewed and in a bi-annual process written off fiscal books. A hold on transcripts, diplomas and registration will remain on the account. Upon re-initiated contact with the debtor, the charges will be reactivated to be paid in full prior to removing the hold.

VI. Write Off of an Uncollectible Account

A list of all accounts proposed to be written off will be compiled and reviewed first by the departments that own the charge. Once approved by the department, the list of proposed write-offs is sent through the Director of Student Financial Services to the Controller and through him to the Vice President to be reviewed and approved. Once approval has been granted, the accounts will be flagged in the student system (NWRDC) as a Write-Off. Additionally, a transcript, diploma and registration hold will be placed on these accounts to prevent these persons from receiving future university services until their balance has been paid in full. The write off of an uncollected charge is a bookkeeping entry only and does not relieve the debtor from his financial responsibility to the university.

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Student Financial Services

VII. Year End: Report Unrecorded Accounts Receivable to Controller's Office

- Departments are responsible to submit the Year End Accounts Receivable Form (FR-02 <http://control.vpfa.fsu.edu/content/download/7313/48556>) for amounts owed by students, individuals, corporations or state agencies not recorded in the state University Centralized Accounts Receivable system (OMNI or NWRDC) at year end.
 - The reported A/R should not include amounts due from other University departments, however amounts due from direct support organizations such as the Foundation, Research Foundation, Boosters, the Alumni Association or Ringling should be included but reported separately on the FR-02b supplemental form.
 - It may be necessary based on age and collectability to calculate for doubtful accounts for a portion of you're A/R balance. To calculate the allowance for doubtful accounts, multiply the portion of A/R balance in excess of 180 days old by 75%. Additionally, reported allowance for doubtful accounts should include any A/R balances less than 181 days old that are known to be uncollectable.
 - All supporting documentation should be sent to Judd Enfinger at 2200A University Center. Mailcode 2390. Any questions should also be directed to Judd Enfinger at 645-2436.

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