

Accounts Receivable

Comprehensive Review Summary

Mission

Provide payment services and debt collections to students through accessible, streamlined services that empower students to be independent while promoting growth and accountability.

Communication

Phone calls
Emails
Invoices
Face-to-Face @Cashiers'
Window

Goal

Help students graduate with little to no debt.
Mimimize number of students in default

Did you Know?

In each academic year, approximately 120 students default. This roughly equals 2% of tuition balances. When students owe a balance, they can't get a transcript.

Action Plan

Educate students about the 2 types of payment plans (Nelnet).
Collaborate with Financial Aid to solidify a process for student holds.
Help educate faculty in their role to help students leave ECC debt-free.
Evaluate the cost of books and how impacts student debt.