

BOARD OF REGENTS BRIEFING PAPER

Handbook Revision, Delinquent Accounts

BACKGROUND & POLICY CONTEXT OF ISSUE

In April 2022 the National Association of College and University Business Officers (NACUBO) and the American Association of Collegiate Registrars and Admissions Officers (AACRAO) issued a joint statement on the use of “[Administrative-Process and Student-Success-Related Holds](#)” noting that the ability to use holds to prompt student action is one of the few resources available to an institutions that supports student success and addresses the administrative needs of an institution. Several states, including California, Colorado, Illinois, Maine, Minnesota, New York, Ohio and Washington have passed laws prohibiting or limiting the use of transcript holds. The 2023 Session of the Nevada State Legislature will likely consider legislation prohibiting NSHE institutions from withholding an academic transcript of a student who has a delinquent account an any NSHE institution. As such, the Business Officers Council and Student Affairs Council have reviewed the Board’s current policy on delinquent accounts (*Title 4, Chapter 17, Section 2*) and recommend revisions that generally align with the NACUBO and AACRAO guidelines for the use of holds on unpaid balances. These proposed revisions support student success while recognizing the need for an administrative process to address balances owed to the institution by requiring the institutions to establish an appeals process, honor payment plans, and regularly review payment agreements and outstanding balances.

SPECIFIC ACTIONS BEING RECOMMENDED OR REQUESTED

Amend *Title 4, Chapter 17, Section 2* of Board policy to provide that a student or former student having a delinquent account receivable or an overdue loan of any amount with any member institution of the NSHE may receive a transcript of academic record, a diploma, a certificate or report of semester grades when the student enters into an institution approved payment plan. Subsequent records requests shall be honored as long as the payment plan remains in good standing. Further, require that each institution establish an appeals process for a student or former student having a delinquent account registration or transcript hold so that the student may request temporary authorization to register for a subsequent semester or receive a transcript.

IMPETUS (WHY NOW?)

This recommendation is brought forward with the support of the Business Officers and Student Affairs Councils, the members of which have worked collaboratively on the policy revisions recommended herein.

CHECK THE NSHE STRATEGIC PLAN GOAL THAT IS SUPPORTED BY THIS REQUEST:

- Access (Increase participation in post-secondary education)
- Success (Increase student success)
- Close the Achievement Gap (Close the achievement gap among underserved student populations)
- Workforce (Collaboratively address the challenges of the workforce and industry education needs of Nevada)
- Research (Co-develop solutions to the critical issues facing 21st century Nevada and raise the overall research profile)
- Not Applicable to NSHE Strategic Plan Goals

INDICATE HOW THE PROPOSAL SUPPORTS THE SPECIFIC STRATEGIC PLAN GOAL

According to the NACUBO and AACRAO joint statement, the use of holds serves both students and institutions. For example, not being able to place an administrative hold after routine billing practices have failed to resolve a debt leaves the institution with few avenues to collect funds and may result in the student account being sent to collections. Clearly indicating that students with a delinquent account may gain access to their transcript by enrolling in an approved payment plan allows students

to move forward with their desired educational and/or employment goals. In addition, enrolling students with a delinquent account in a payment plan prior to releasing their transcript creates an opportunity for institutional staff to counsel the student on their payment obligations and the consequences of not meeting them.

BULLET POINTS TO SUPPORT REQUEST/RECOMMENDATION

The proposed policy revisions:

- Balance the needs of the institution to collect unpaid balances with the need to support students in achieving their postsecondary and employment goals;
- Ensures regular review of payment agreements and outstanding balances; and
- Supports the needs of students in accessing critical educational records.

POTENTIAL ARGUMENTS AGAINST THE REQUEST/RECOMMENDATION

None have been brought forward.

ALTERNATIVE(S) TO WHAT IS BEING REQUESTED/RECOMMENDED

None have been brought forward.

RECOMMENDATION FROM THE CHANCELLOR'S OFFICE

The Chancellor's Office supports the recommended policy revisions as presented herein.

COMPLIANCE WITH BOARD POLICY:

- Consistent With Current Board Policy: Title # _____ Chapter # _____ Section # _____
- Amends Current Board Policy: *Title 4, Chapter 17, Section 2*
- Amends Current Procedures & Guidelines Manual: Chapter # _____ Section # _____
- Other: _____
- Fiscal Impact: Yes _____ No X
Explain: _____

POLICY PROPOSAL
Title 4, Chapter 17, Section 2
Delinquent Accounts

Additions appear in *boldface italics*; deletions are [~~stricken~~ and bracketed]

Section 2. Delinquent Accounts

[~~The provisions of this Section are temporarily suspended from April 7, 2020, through September 30, 2020.~~]

1. A student or former student having a delinquent accounts receivable of \$100.00 or more, or an overdue loan of any amount with any member institution of the NSHE shall not be permitted to register at any institution. For the purposes of this Section, “delinquent accounts receivable” is defined to include tuition and registration fees, student fees, special courses fees and residence life charges billed to a student’s account in the student information system. An NSHE institution may include other fee categories as they deem appropriate in determination of a delinquent account.
2. A student or former student having a delinquent account receivable or an overdue loan of any amount with any member institution of the NSHE shall not be permitted to receive a transcript of academic record, a diploma, a certificate or report of semester grades *without entering into an institution approved payment plan. Upon entering into an approved payment plan, the institution shall release the requested record. Subsequent records requests shall be honored as long as the payment plan remains in good standing.* [~~The~~] *Under any circumstances, a student or former student may [; however,] inspect the records under the provisions of the federal Family Educational Rights and Privacy Act (FERPA) 20 U.S.C. § 1232(g), 34 CFR Part 99.*
3. *Institutions shall establish an appeals process for a current student or former student having a delinquent account registration or transcript hold so that the student may request temporary authorization to register for a subsequent semester or receive a transcript.*
- [3-] 4. In addition, institutions may refer delinquent accounts receivable of \$100.00 or more and overdue loans of any amount to a collection agency following written notification to the student or former student.
- [4-] 5. Institutions must publish on their institutional website the NSHE delinquent accounts policy, including a list of the fee categories that are applicable to the designation of a delinquent student account *and their institutional appeals process.* This student notification must indicate that a student with a delinquent account shall not be permitted to register at any NSHE institution.
6. *The NSHE Chief Financial Officer shall periodically review the delinquent account policy. Each campus shall develop and maintain an internal administrative process to periodically review the payment agreements and outstanding balances.*