

POLICY PROPOSAL - HANDBOOK
TITLE 4, CHAPTER 17, SECTION 2

Delinquent Accounts

AS AMENDED BY THE BOARD – JUNE 6, 2024

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

Section 2. Delinquent Accounts

1. *An NSHE institution shall not withhold a transcript of academic record, a diploma, a certificate, or report of semester grades from any current or former student having a delinquent accounts receivable. Further, an institution shall not take any other negative action against a student due to a delinquent accounts receivable, or an overdue loan, that resulted from any institutional error or any fraud or misconduct by the institution or its personnel, including but not limited to an error made in the administration of Title IV federal student aid.*
2. ~~[1.]~~ *Except as otherwise provided in this Section, a* ~~[A]~~ student or former student having a delinquent accounts receivable of ***\$200.00 or more at NSU, CSN, GBC, TMCC, and WNC or \$***~~[1]~~***500.00 or more at UNLV or UNR,*** 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. Under any circumstances, a student or former student may 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]~~.
4. ~~[In addition,]~~ *Except as otherwise provided in this Section,* 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.

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.
7. ***For the purpose of this Section, the term:***
 - a. ***“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.***
 - b. ***“Any other negative action” includes, but is not limited to, the placement of a registration holds or referral to a collection agency.***