



**Student Tuition and Fees, Payment, and Accounts
Receivable
Campus Policies & Procedures 500.1.2
Chancellor's Office**

UAEACP 500.1.2 STUDENT TUITION AND FEES, PAYMENT, AND ACCOUNTS RECEIVABLE

- I. **Purpose:** The purpose of this policy is to ensure that students are aware of their financial obligations regarding tuition and fees, and to outline the procedures and consequences related to payment. This policy aims to maintain the financial integrity of the College, ensure that students fulfill their payment responsibilities in a timely manner, and assist students in avoiding any legal consequences of non-payment to the state of Arkansas.
- II. **Scope:** This policy applies to all students enrolled in full-term and short-term courses.
- III. **Procedure:**
 1. **Payment:**
 - a. Payment for all classes and accompanying charges is considered due in full at the time of registration.
 - b. Students who believe they have scholarships, waivers, loans, or other financial aid are responsible for any outstanding balances after the financial aid has been applied.
 - c. Students have through the 11th Day of classes, or Census Day equivalent to make satisfactory payment arrangements.
 - d. It is the student's responsibility to ensure all financial aid applications are complete and the award they are expecting is verified.
 - e. Account adjustments (such as for additional fees or for overpayment) will be made by UA-EACC in as timely a manner as possible; however, students must realize that delays in final bill amounts are related to many factors out of the institution's control, such as the type of financial aid applied or last-minute schedule changes.
 - f. Students are responsible for determining their account balances are clear and their financial obligations are met throughout the semester.
 2. **Notification:**
 - a. UA-EACC does not send paper bills. Tuition charges are located in the student portal and should be reviewed often by each student, especially within the first six weeks of the semester, as financial aid balances may take time to process. Students may also contact Student Accounts in the Welcome Center for assistance in determining account balances.
 - b. It is **mandatory** that students check their **account balances in their student portal and check their UA-EACC email** regularly to ensure that balances are paid and that



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they are not dropped from courses. **"I did not know" and "I never check my email" are not reasons to reinstate a student who has been dropped for non-payment.**

- c. Student Services staff, including Financial Aid and Student Accounts, are available and happy to accommodate and assist students as much as possible with their account balances; however, ultimately, it is the student's responsibility to ensure satisfactory payment arrangements are made and that their account remains in good standing. Students are expected to manage their financial obligations.

IV. Payment Arrangements:

1. Students are encouraged to set up payment arrangements with Student Accounts.
2. Flexible payment plans are available to accommodate different financial situations. Students are responsible for initiating, pursuing, and keeping current all payment plans.
3. UA-EACC utilizes outside vendors to offer students a convenient method to arrange payment schedules and pay tuition in installments. There is a fee to utilize these payment plans and that fee is set by the vendor. Under this plan, payments of tuition and fees must be made by pre-arranged bank drafts or by pre-arranged credit card charges. Students can receive assistance with payment plans from Student Accounts in the Welcome Center.

V. Failure to Make Timely Payments:

1. Failure to make timely payments or to make timely payment arrangements for outstanding balances may result in withdrawal from classes for the term or semester.
2. Administrative withdrawal for non-payment may occur at any time during the semester.
3. However, even if withdrawn, students are still responsible for all charges.
4. Students who fail to make timely payments or to make timely payment arrangements may be denied the opportunity to participate in commencement, and the institution may hold the student's diploma until the student is current.

VI. Administrative Withdrawal Process:

1. If a student fails to make payment or set up a payment arrangement by the end of the Census Day, they may be administratively withdrawn then or at any time thereafter.
2. Extensions or exceptions to the administrative withdrawal date may only be made by the Chancellor, Vice Chancellor for Student Services, or the Chief Financial Officer.
3. Administratively withdrawn students will receive an automatic "W" (Withdrawal) on their academic record for the affected courses.



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4. Students who do not pay ALL tuition and fees may be withdrawn from their classes at any time during the semester, as noted above. The student will earn a grade of W for the course, and the non-refundable portion of the charges will still be owed and will remain in accounts receivable.
5. Collection processes and procedures are detailed elsewhere in policy.
6. Students who are administratively withdrawn for non-payment will be charged a prorated amount of 20% of the total tuition and fees for the affected courses.
7. UA-EACC reserves the right to reduce a bill incurred by a student if the student is administratively withdrawn on the basis of fraudulent records, as allowed by state law and UA system policies.
8. At the institution's discretion, student bills may be reduced based on the administrative withdrawal date. A decision to reduce a student's bill may only be made by the Chancellor and Chief Financial Officer on an individual basis.

VII. Reinstatement Following Administrative Withdrawal:

1. In the event that UA-EACC has mistakenly withdrawn a student for non-payment or for account balances owed, students may be re-instated.
2. Reinstatement may only occur if the request is received by UA-EACC through an official UA-EACC means of communication (campus email, in person, or via telephone) within five business days of the date the student was administratively dropped.
3. Requests for reinstatement will only be considered if they come from the student who owes the bill. Requests from other parties on behalf of the student, such as relatives, will not be considered.
4. Requests are only considered on a case-by-case basis and are only allowed at the discretion of the Chancellor, Vice Chancellor for Student Services, or the Chief Financial Officer.
5. Reinstatement is subject to course availability and other administrative approvals as determined necessary by UA-EACC.

VIII. Accounts Receivable and Delinquent Accounts:

1. Students that owe a balance at the end of a term will receive a final bill with a warning that their balance will be sent to collections in 60 days with a contracted collection agency. In conjunction, a student account hold will be placed on the student account.
2. Following the 60-day period, the delinquent accounts file will be uploaded to the contracted collection agency to begin the collections process. Student balances will also be submitted to the state set aside program in order to submit students' state tax returns to the college for the collection process.



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3. Students remain in collections until the balance is paid, or if the balance is written off by the college through the abatement process.
4. Students with an outstanding balance may not be allowed to register for classes for a new term until conditions are met with a payment plan in place.
5. Students with delinquent accounts may not be allowed to participate in commencement, and the institution may hold the student's diploma until the student is current.

Revision History:

Effective Date: May 20, 2025

Revised Date:

Reviewed/Approved by: UA-EACC Chancellor, UA-EACC Human Resources,
UA-EACC Student Services, UA-EACC Chief Financial Officer