



Student Administrative Withdrawal for Non-Payment Campus Policies & Procedures 500.1.3 Chancellor's Office

UAEACCP 500.1.3 STUDENT ADMINISTRATIVE WITHDRAWAL FOR NON-PAYMENT

- I. **Purpose:** To ensure that students meet their financial obligations while providing a fair opportunity to address any payment issues. UA-EACC is required to make every effort to collect balances owed by students, as those monies are owed to an institution of the State of Arkansas. The following policies and procedures are necessary to ensure that the institution's obligation to collect monies owed to it are fulfilled. They are also intended to 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 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.**



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- 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.

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.
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.
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.



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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.

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