

ELIZABETH CITY STATE UNIVERSITY
Student Account Collections

All debts uncollected at the end of a semester or academic year are reviewed and forwarded to the collection department for immediate action.

1. After a student has been separated from the University for 30 days a "30 day letter" is sent with the Comptroller's signature stating the reason(s) why the account balance exists. The student is informed that the delinquent account must be paid within 10 days from the date of the notice.
2. If no response is received and the account remains delinquent for 60 days another letter is sent urging payment. This letter informs the student that further action is pending due to non-compliance with the first letter.
3. If after a 30-day period no response is received from the "60-day letter", a "90-day letter" is sent. This is the final attempt by the university to collect the outstanding debt by mail.
4. The student is given 10 (ten) days from the stated date on the letter to pay off debt or make satisfactory arrangements.
5. If a telephone number is listed in the student's file, telephone calls are made in an attempt to collect the debt.
6. If a student fails to respond, the account is automatically sent to the Attorney General's Office (AGO).