



KENTUCKY STATE UNIVERSITY

Policies and Regulations

REGULATION TITLE:

Student Account Collections

APPLIES TO:

Students

ADMINISTRATIVE AUTHORITY:

**Division of Finance & Administration
Chief Financial Officer (CFO)**

APPROVED BY:

Kentucky State University Board of Regents

EFFECTIVE DATE:

August 8, 2025

NEXT REVIEW DATE:

August 8, 2028

REGULATION STATEMENT:

This regulation implements the Student Financial Responsibility and Collections Policy by detailing the specific procedures, consequences, and timelines related to past-due student accounts.

DEFINITIONS:

See the Student Financial Responsibility and Collections Policy for relevant definitions.

PROCESS:

Payment Guidelines and Options

Students who cannot pay their entire balance by the published deadline must enroll in an official university payment plan. KSU offers a payment plan through CashNet, which is interest-free but requires a processing fee of \$35 per semester.

Consequences of Non-Payment

Failure to pay an account balance by the due date or to make satisfactory payment arrangements may result in the following actions:

- A Financial Hold being placed on the student's account by the Bursar's Office, making the student ineligible for further registration and preventing the release of transcripts.
- The assessment of a late payment fee.
- Removal from registered classes.
- Restriction on the use of the student ID card.
- Eviction from university-owned residence halls.

Exception for Small Balances

Students whose account balances remain \$500 or less after the application of all financial aid and other payments will not be removed from their registered courses. However, these students will still have a financial hold placed on their accounts until the balance is fully settled.

Collections Timeline

KSU will send notifications to students to attempt to recover outstanding balances according to the following schedule before referring an account to an outside agency:

Days Past Due	Stage	Required Actions
1 – 30	Current	No collection action is required.
31 – 60	Initial Past-Due	The Bursar's Office sends an initial past-due notification to the student's KSU email address. A financial hold is placed on the student's account.
61 – 120	Delinquent	The student receives monthly past-due notice emails. The financial hold remains on the account.
121+	Pre-Collections	The student continues to receive monthly notices. Additional actions to collect the balance (e.g., restriction of ID card use) may be taken.
After 1 Term of Non-Enrollment	Final Notice & Referral	The Bursar's Office sends a final written notice to the student's last known address and personal email address (if known). If the balance is not resolved within fourteen (14) days of the final notice, the account will be referred to a third-party collections agency.

Billing Disputes

If a student believes there is an error on their bill or requires more information, they must contact the Bursar's Office within sixty (60) days of the bill's date of issuance.

REFERENCES AND RELATED MATERIALS:

- KSU Student Financial Responsibility and Collections Policy

CONTACTS:

Subject	Office	Telephone	E-mail
Policy Questions	CFO/Vice President of Fin. & Admin.	(502) 597-6429	Melissa.Hicks@kysu.edu
General Questions	Bursar's Office	(502) 597-6278	Bursarmail@kysu.edu

HISTORY:

Revision Type	Date of Issuance/Revision	Drafter(s)/Editor(s)
Issued (New Regulation)	June 2025	Zach Atwell
