

Managing and Collecting Student Receivables – The Dirty Job Nobody Else Wants

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Issues and Concerns

- In-House Collections of Student Accounts
 - Pre-collection activities – Pros & Cons
 - In-house vs. servicer
 - Immediate referral to collection agency
- Third Party Receivables
 - Sponsored students
 - Government entities



Issue and Concerns

- Payment plans for Internal Collections
 - Terms and Conditions
 - Length of Time
- Handling students with financial aid who still owe from prior years.
- Statute of Limitations in Texas
 - Public vs. Private institutions



Working with 3rd Party Collection Agencies

- Placing Accounts
 - Primary vs. Secondary
 - Length of time agency gets to collect
 - Re-placing returned accounts with another firm vs. another internal effort.
- Evaluating Your Agencies
 - What metrics do you use?
 - Frequency of scoring/evaluating
 - Sharing information



What's on Your Mind??



Questions???



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