Background

• Joined Team at OSU in August 2010
  – One year after SIS implementation
  – In time for Autumn Quarter, 2010
• Fee payment policy
  – Fee payment policy dependent upon negative service indicators (holds) preventing registration
  – Prior term outstanding balances were largely ignored, and service indicators frequently released, allowing students with balances to register and incur additional fees
• Results
  – Many students left OSU with not only student loan debt, but also large outstanding balances to OSU
    • We do not release diplomas or transcripts to them
    • Eventually place accounts with Ohio Attorney General for collection, as required by Ohio law
  – Students living in residence halls, had not paid OSU, could not be included in enrollment figures

New fee payment policy

• Collaborative effort among Enrollment Services, Financial Services, Regional Campuses, Student Life, and OCIO
• Fees are due 7 days prior to start of the quarter/semester (including any fees outstanding from previous terms)
• Increased the initial late fee to $200
• Students are dropped from classes for non-payment at the end of the 2nd week of the quarter/semester with 100% forgiveness of tuition
• Payment plan installment due dates are enforced
• Relaxed the impacts of negative service indicators (holds), and the new hold policy is respected and enforced
• Notify families of due dates via postcard to the home address (FERPA)
Impact

• Fewer students falling behind, since previous term balances have to be paid also
• More students are able to:
  – Continue their education
  – Attend graduate school
  – Purchase cars, houses (clean credit report)
  – Repay student loans
• Over $70 million more in student payments to date (7% more than last year at this time)
• Improves cash flow for the University
• Allows accurate reporting of enrollment earlier in the quarter/semester

Late fees to date

<table>
<thead>
<tr>
<th>Year</th>
<th>Late Fees Assessed</th>
<th>Late Fees Waived</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>19,068</td>
<td>7,875</td>
</tr>
<tr>
<td>2012</td>
<td>19,023</td>
<td>11,045</td>
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</tbody>
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