



# BEYOND BURSAR BASICS

**Monday, June 09, 2025**

**2025 NYSOBBA Annual Conference**

**White Plains, NY**



# PRESENTERS



- ▶ **Audrey Brown: Columbia University – Homegrown**
- ▶ **Niza Cardona: SUNY New Paltz - Banner**
- ▶ **Kathy Meloon: University at Buffalo - PeopleSoft**
- ▶ **Eileen Tally: Canisius University – Banner**

# HELP US!!



**This session will provide a in-depth and comprehensive overview of the functions within the Bursar's Office.**

**We encourage you to actively participate, so feel free to raise your hand to ask questions or share your thoughts!**

**We have a diverse panel representing various types of institutions, offering different perspectives on our office's operations**

# AGENDA



- ▶ **Student Account Invoicing**
- ▶ **Financial Aid Adjustments**
- ▶ **Payment Plans**
- ▶ **Refunds**
- ▶ **Unclaimed Funds**
- ▶ **Collections**
- ▶ **SUNY Issues**
- ▶ **Other Items**

# STUDENT ACCOUNT INVOICING



- ▶ Electronic Invoices
  - ▶ Frequency
  - ▶ Who receives the invoices?
- ▶ Printed Paper Invoices
  - ▶ Which institutions are still doing this?
  - ▶ Which institutions rely only on dynamic account activity?
- ▶ When do you invoice and what is your due date?
  - ▶ What about late added charges?
- ▶ Do you have multiple due dates per term or just one?

# FINANCIAL AID ADJUSTMENTS



- ▶ How are you handling loss of aid/reduction of aid communications to students?
  - ▶ At the end of the term
  - ▶ At the close of the aid year
  - ▶ SAP Flag - not eligible for the next aid year
- ▶ How are you collaborating with your Financial Aid Office on communications in these situations?
- ▶ What other cross-functional collaborations on campus have been helpful?

# FINANCIAL AID ADJUSTMENTS



## Prior and Future Term Credit Balances

- ▶ Federal funds may only be used to pay for the student's costs for the academic year for which the funds were applied for. *However*, an institution may use current-year funds to satisfy prior award year charges for tuition and fees, room, or board (and with permission, educationally related charges) for a total of not more than **\$200.00**.
- ▶ What institutions are doing this?
- ▶ What do you do with private funding or out of pocket payments?

# PAYMENT PLANS



## External

- ▶ Outsources to third party companies:
  - Installment plans are offered interest-free and require an enrollment fee. Since these plans are not considered loans, no credit check is required.
  - Automated payment plans that are deducted monthly directly from a checking account or paid by Credit/Debit card.
  - Ensure that your third party has the appropriate licenses.

## Internal

- ▶ Requires upkeep of enrolled students
- ▶ Requires record of missed payments and/or late payments



# REFUNDS



- ▶ How often do you check to see if there are refunds that have not been cashed?
- ▶ Do you issue paper refund checks? Offer direct deposit?
- ▶ How many times will you reissue a paper check?
- ▶ Do you charge a check replacement fee?
- ▶ Do you charge a fee to void and reissue a check?
- ▶ What is your minimum balance threshold to issue a refund?
- ▶ Do you outsource this to a 3<sup>rd</sup> Party Vendor –any issue?
- ▶ Do you require excess funds on the account to be refunded to the original source of payment? Do you have a threshold?

# UNCLAIMED FUNDS



- ▶ New York State's Abandoned Property Law requires certain entities to transfer abandoned money or securities to the New York State Comptroller's Office of Unclaimed Funds. The Comptroller serves as the custodian of unclaimed funds until they're claimed by the rightful owners.

<http://osc.state.ny.us/ouf/reporters/>

- ▶ Students with an international address are also required to be escheated to NYS Unclaimed Funds.
- ▶ Federal Financial Aid Refunds may NOT be escheated. Must be returned to the program within 240 days.

# COLLECTIONS



## Strategies while students are enrolled

- ▶ Reminders (Email/Phone calls)
- ▶ Holds (Registration, Diploma)
  - ▶ What is the threshold for account hold placement?
- ▶ Registration Cancellation/Deenrollment
- ▶ Late Fees
- ▶ Pre-collection services

# COLLECTIONS



## Strategies while no longer enrolled

- ▶ Holds (Registration, Re-admit, Diploma)
- ▶ Late Fees
- ▶ Campaigns
- ▶ Letters and/or Texts/Calls- servicers?
- ▶ Refer to Collection Agency/AG's Office (SUNY) or Pre-Collections
- ▶ Credit Reporting
- ▶ Judgments
- ▶ Settlements and Write-Offs

# COLLECTIONS



## Strategies for Managing Receivables

- ▶ How often do you send?
- ▶ Do you use the Attorney General, SLSC, Private collection agencies?
- ▶ When do you send?
- ▶ How long do you let an agency work an account?
- ▶ How many agencies do you use?
- ▶ Do you send to second, third or more agencies?
- ▶ Do you pass along collection charges? State institutions can no longer pass along collection costs.

# SUNY ISSUES



- ▶ Cross Registration
- ▶ TPS
- ▶ Residency
- ▶ SUNY-Wide contracts (e-commerce)
- ▶ Late tuition and fee approvals

# QUESTIONS







# THANK YOU

for joining us  
and participating!