

Higher education is what we do

Proudly supporting the New York State Organization of Bursars & Business Administrators

If you manage student receivables, you already know the balance you are trying to strike: recover what your institution is owed without ever losing sight of the student on the other end of the line. That is the balance we have spent more than 44 years getting right. Higher education is not just one of the markets we serve; it's our core focus. We work with colleges and universities of every size, from single-campus community colleges to large public systems. Headquartered in Mason, Ohio, with team members across the country, we pair the personalized, attentive service of a boutique agency with the resources and scale of a national organization. As part of the SinglePoint Group of Companies, our reach extends to five sites across four countries.

Compliance you can actually see

Compliance is at the heart of everything we do, and we can show our work. Every night, 100% of our calls are analyzed using enhanced speech analytics and AI-assisted quality assurance. Ongoing education and testing keep the team focused on doing things the right way, without giving up results. Our program is ISO 9001 certified and IRS Publication 1075 compliant, led by an ACA International Accredited Compliance Officer and supported by an ACA Accredited Trainer. For a bursar's office, that is real peace of mind: your students are treated with dignity, and your institution's name is protected.

An experienced team makes the difference

A stable, experienced team makes a difference in sensitive conversations. Our collectors average five years of experience, and tenure across our management, client services, and sales teams runs well into the double digits. That experience shows in how we handle a sensitive conversation with a student or a parent.

Best Places to Work in Collections 2025

Best Companies Group »»»



In 2025, GRC was named a winner of Best Places to Work in Collections. We believe the connection is straightforward: people who feel supported are better equipped to support students.

Come say hello

You will likely meet Sue Jaquish at the conference. As GRC's Director of Sales, Sue looks after business development and strategic partnerships across the US Northeast and Southeast. She brings 37 years of customer service experience, including 31 years in higher education receivables management at GRC. Sue also serves on the NYSOBBA board, so our commitment to this community runs a good deal deeper than a booth in the exhibit hall.



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