

# Financial Internal Controls Initiative

Collection of Past Due  
Student Tuition/Fees

FMM Meeting  
April 11, 2017

# Agenda

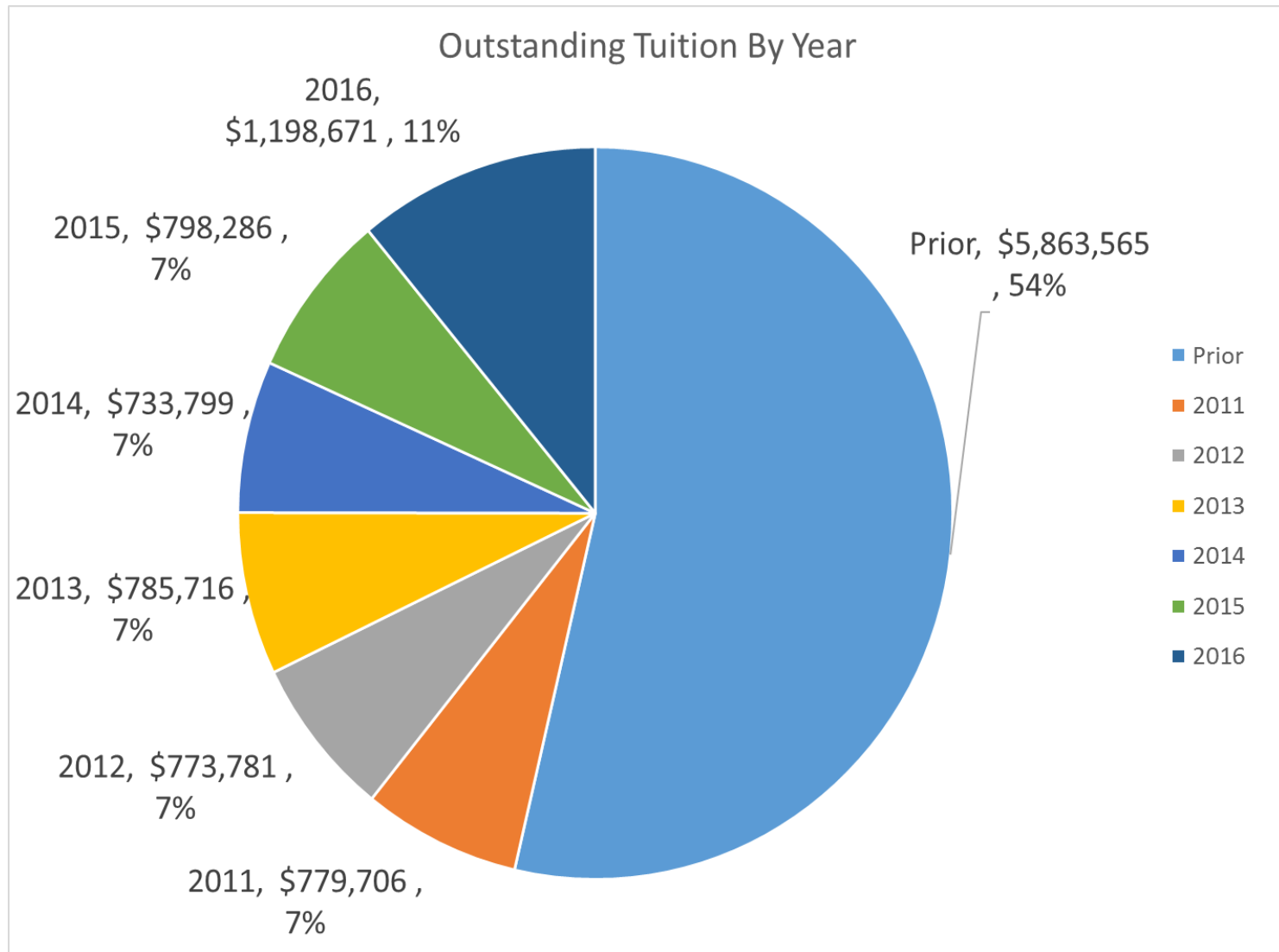
- Background
- The new collection process
- Next steps

# Background

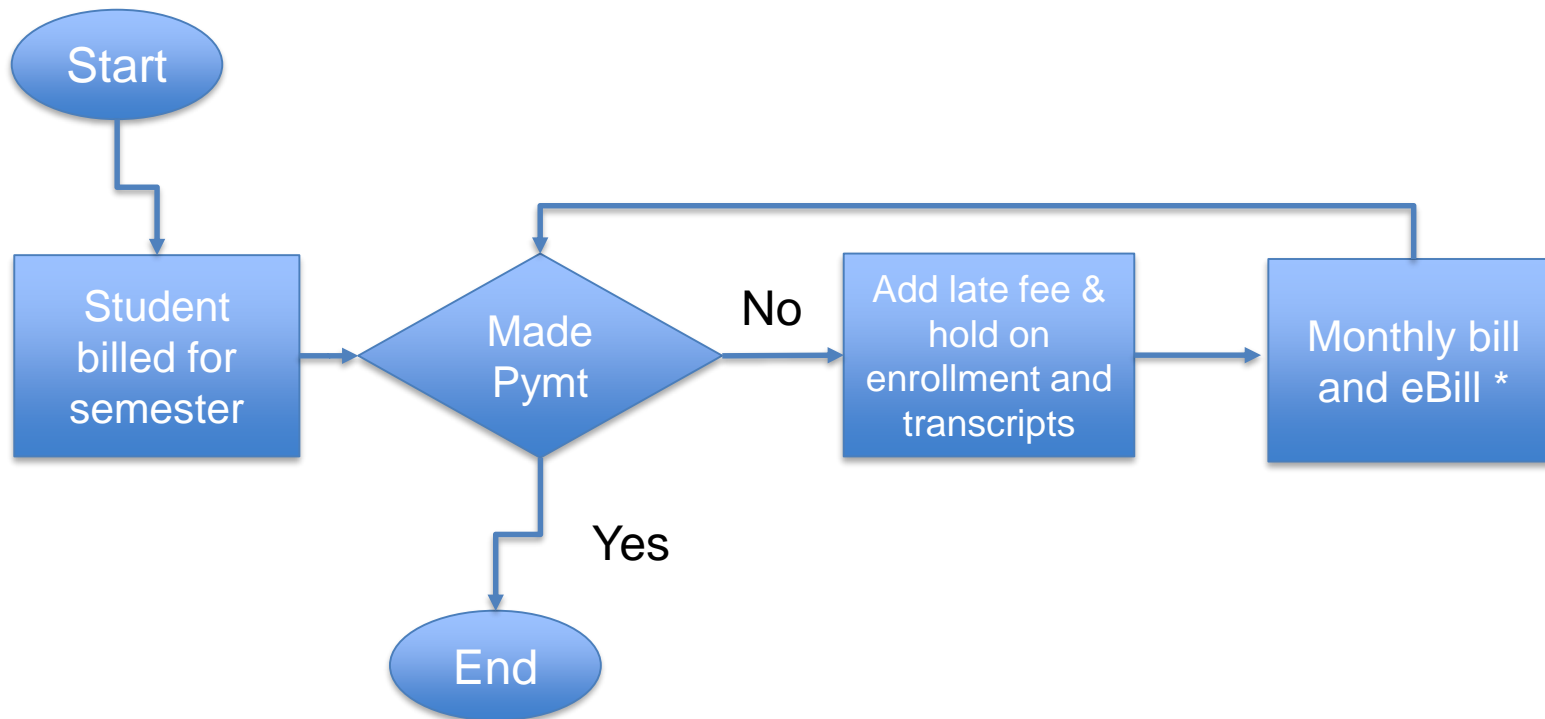
- The revenue improvement team submitted a final report in April 2016; presented to AC May 19, 2016
- Recommendations included implementation of an automated collections and aging policy
- A team was launched in November 2016 to collect outstanding tuition balances

# Uncollected Receivables

- Currently, UW-Madison does not have a write-off process for outstanding student account balances
- Nearly \$11 million is outstanding from 2016 and prior years
- Outstanding balances has been categorized by year and by class



# Current Process



\* Move to semester collection letter and ebills after not enrolled

# Collection from Former Students

## New process working with DOR (WI Department of Revenue)

- Held joint meetings with DOR to understand process
- Established memorandum of understanding to outline responsibilities of both parties
- Notification to former students planned for April 2017
  - Impacts all accounts with outstanding balances prior to August 31, 2016
- Plan for first transfer file May 2017

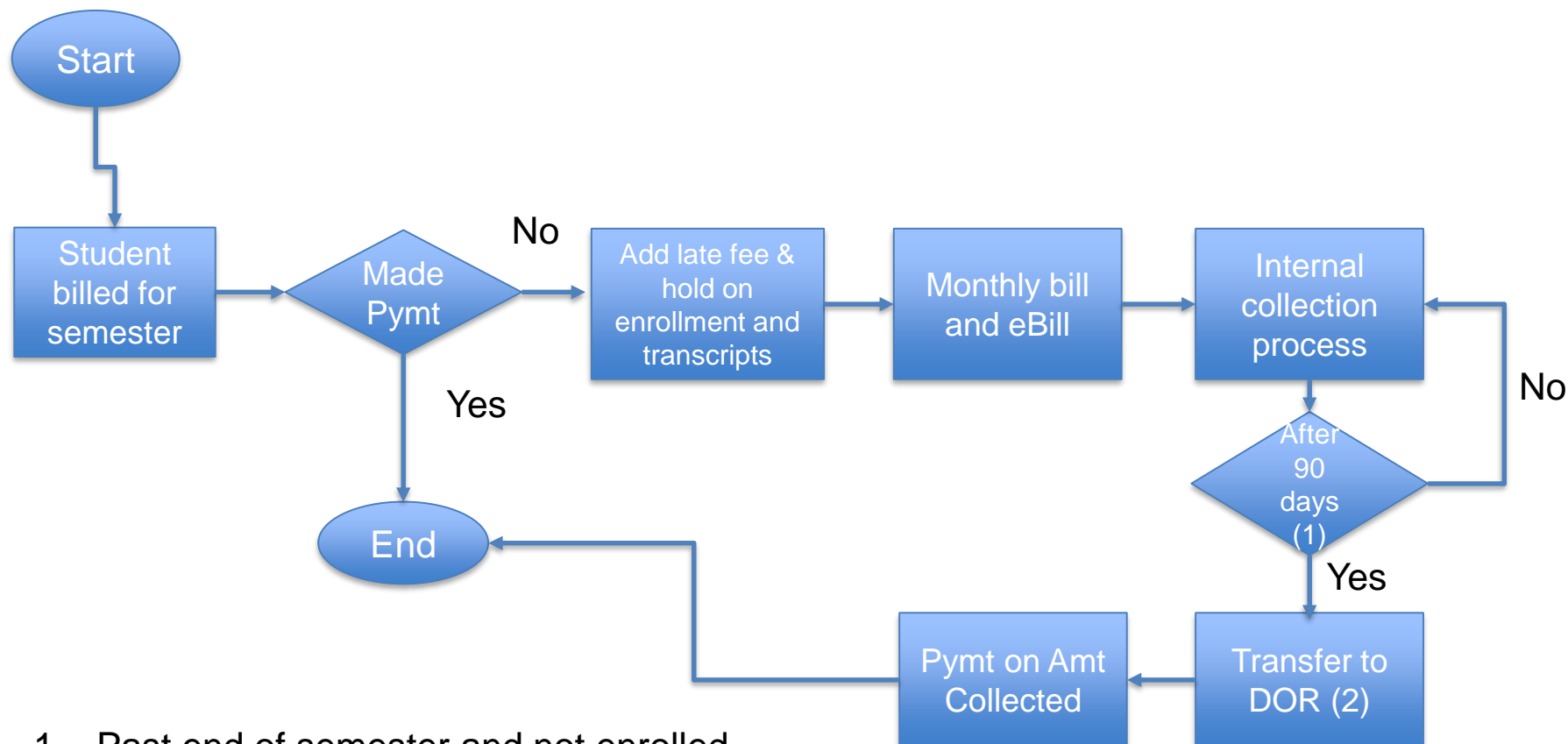
# New Terms & Conditions for Students

## Continue working with DOR (WI Department of Revenue)

- Proactive communication to existing and future students
- Revising internal collection process
- Introduce new terms and conditions required with enrollment for Fall 2017-2018
  - Students will electronically sign new Terms and Conditions Agreement at time of enrollment



# Proposed Process



1. Past end of semester and not enrolled
2. Dept. of Revenue will use tools they have for collections and charge a fee

# Communication

- Internal
  - Campus Executive Leadership
  - Deans, Directors and Advisors
  - Division CFOs
- External
  - Hardcopy letters to former students
  - Email bill to former students

## Internal Email Notification

- Will be sending to all stakeholders to make aware of new process
- Using existing wisclists for contacts

## Sample Letter

- Sending to former students with outstanding balance equal to or greater than \$50.00
- Use the last known address
- Required to send 30 days before transfer to DOR

The Bursar's Office is available to provide more information about process if requested

# Next Steps

- Begin sending notification to former students April 2017
- Begin transferring outstanding balances to DOR during May 2017

*Questions?*