July 17, 2020

MEMORANDUM

TO: Council of Chief Academic Affairs Officers
   Council of Senior Student Affairs Officers
   Vice Chancellors of Administration

FROM: Hae K. Okimoto, PhD
      Associate Vice President for Student Affairs
      On behalf of the Blue Ribbon Committee

SUBJECT: Approved Recommendation for Disenrollment for Non-Payment

As the new academic year is upon us, I thought it would be useful to disseminate the Disenrollment for Non-Payment Plan, which was approved by the Council of Chancellors last December. The new process was set into motion, prior to the start of Fall 2020 registration.

The attached recommendation was approved by the Council of Chancellor’s on 12/18/19. Am also including a list of the members of the committee.

Any questions can be directed to me at 808-956-3504 or via email at Hae@hawaii.edu.

Attachment A: Recommendation
Attachment B: Blue Ribbon Committee Members
Blue Ribbon Committee on Disenrollment for Non-Payment

Tuition and fees payments are required by 4:00 pm on the last business day prior to the start of the semester, or enrollment in the payment plan (5 month payment plan and student has the ability to join anytime).

At the time of registration, students will be required to indicate how they will make payment. Option will include:
- I will enroll in the payment plan
- I am receiving Financial Aid
- I will pay by (date: last business day before semester starts)
- I will be paying using VA benefits

If a student has not paid by the payment due date, their account is considered delinquent. Consequences for delinquency begins the day after the last day to withdraw without a “W”. The consequence will be a Financial Obligation hold. This will mean no future registration and the inability to request transcripts until the obligation has been met. The threshold for delinquency will be set at a specified dollar amount (currently considering $200) and will be managed via a new Administrative Procedure.

Once a financial obligation is placed on a student record, campuses can begin working with students to get them to pay before the next registration begins.

For students on the payment plan, if the last scheduled payment does not process (expired card, insufficient funds, etc.) and they are registered for the subsequent semester, then the subsequent semester’s registered courses will be administratively disenrolled for non-payment of current semester’s tuition and fees.

Disenrollment for non-payment will take place on the first business day of December or May.

Conditions:
1. No Show will remove some students
2. Delinquent means late – therefore before semester begins, payment is technically not late
3. There could be enrollment issues the first year of plan
4. With this structure, students can access FA for next term
5. With new VA regulations which went into effect on August 1, 2019, students receiving VA benefits cannot be disenrolled for non-payment of tuition and fees.
6. Change HARs: definition of delinquent:
   - Greater than a specified amount – to be determined by the university via administrative rules (i.e. greater than $200) – prevents registration
   - Otherwise holds transcripts, etc.
Disenrollment Timeline

Payment plans due a specific date each month per semester (i.e. 15th). If payment plan payment is rejected, student is contacted and provided an opportunity to correct.

Fall Disenrollment for Non-Payment

April  
students begin registering for fall semester
students can pay, acknowledge payment date, or sign up for payment plan

July  
1st installment of payment plan

Aug  
2nd installment of payment plan

Aug  
Payment Due - Friday, 4:00 pm prior to start of Fall semester

Sept  
3rd installment of payment plan

Sept  
Day after Last day to withdraw without a “W”
if a student hasn’t paid in full, or their payment plan payment is rejected, FO hold placed
- no ability to register in Nov for Spring unless this is cleared
- provides campuses time to work with student to pay or enroll in payment plan

Oct  
4th installment of payment plan

Nov  
5th installment of payment plan

Nov  
day after last payment plan due date: if payment plan payment is rejected, and student has enrolled for Spring semester, identified to be disenrolled

Dec. 1  
All students who have financial obligations greater than $200 and have registered for Spring semester will be disenrolled from spring courses.
Spring Disenrollment for Non-Payment Schedule

Nov  students begin registering for spring semester
        students can pay, acknowledge payment date, or sign up for payment plan

Dec  1st installment of payment plan

Jan  Payment Due - Friday, 4:00 pm prior to start of Spring semester

Jan  2nd installment of payment plan

Jan/Feb Day after Last day to withdraw without a “W”

Jan/Feb if a student hasn’t paid in full, or their payment plan payment is rejected, FO hold
        placed
        - no ability to register in April for Fall unless this is cleared
        - provides campuses time to work with student to pay or enroll in payment plan

Feb  3rd installment of payment plan

March 4th installment of payment plan

April students begin registering for fall semester
        students can pay, acknowledge payment date, or sign up for payment plan

April 5th installment of payment plan; if payment rejected – student identified to be
        disenrolled.

April day after last payment plan due date: if payment plan payment is rejected, and
        student has enrolled for Spring semester, identified to be disenrolled

May  1 All students who have financial obligations greater than $200 and have registered
        for Fall semester will be disenrolled from fall courses.

Approved CoC 12/18/19
Blue Ribbon Committee Members (denoted by *) and participants

Merrissa Brechtel – Student Affairs Specialist
Heather Cottrell – Bursar’s Office
Denise DeArment* – Bursar
Sandy French* – UHM, Director, Office of Finance and Accounting
Farrah-Marie Gomes* – UHH, VC Student Affairs
Derek Inafuku* – HonCC, VC Admin Services
Amy Kunz* – AVP Budget and Finance; Controller
Jodie Kuba – UHM, Director, Financial Aid
Laura Lyons* – UHM, iVC Academic Affairs
Flora Mora – MC, Registrar
Hae Okimoto – AVP Student Affairs, Director ITS
Sherrie Padilla – UHH, Enrollment Services Manager, Director, Financial Aid
Sheryle Proper – Director Financial Aid Policy and Strategy
Della Teraoka* – LCC, VC Academic Affairs
Melissa Tome – Banner Support
Roxie Shazazz – UHM, AVC for Enrollment Management
Jo Stenberg – HonCC, Registrar
Lara Sugimoto* – HonCC, Dean of Students
Gregg Yoshimura – LCC, Financial Aid Officer