

Policy Title: Student Financial Responsibility and Delinquent Accounts Policy

Policy Number: BO.300.02

Policy Owner: Business Office

Responsible Offices: Business Office and Bursar's Office

Revision Date: 03/19/2026



1. Purpose and Scope

The purpose of the Student Financial Responsibility and Delinquent Accounts Policy at North American University is to establish guidelines for the responsible management of financial obligations associated with enrollment at the university. This policy outlines the expectations and responsibilities of students in managing their financial accounts, as well as the procedures for addressing delinquent accounts.

This policy applies to all students enrolled at North American University and is in effect for all tuition, fees, and other charges assessed to students. It covers the financial responsibilities of students throughout their enrollment at the university, from registration through graduation or withdrawal.

2. Policy

Upon registration at North American University, students assume full financial responsibility for tuition, fees, and other charges associated with their academic program. Students are responsible for understanding and adhering to the university's payment deadlines, policies, and procedures as published in official university documents, including the university website and the academic calendar.

North American University provides various payment methods, including online payment, electronic funds transfer, and credit card payments. Students are responsible for ensuring their chosen payment method is valid and up to date. Failure to make a payment does not absolve the student from financial responsibility. Delays in financial aid disbursement, third-party payments, or other circumstances do not excuse late payment.

A late payment fee may be assessed for tuition and fees not paid by the published deadline. Students with delinquent accounts may have registration, transcript services, and access to course resources withheld and may be subject to collection efforts. North American University reserves the right to use collection agencies and legal actions to collect delinquent accounts. Students will be responsible for any additional collection fees and costs incurred.

3. Procedures

A. Payment Obligations

1. Students must pay for their installments according to the specified deadline communicated by the university.
2. Failure to make the required payment by the deadline will result in this policy's application.

B. Consequences of Non-Payment

1. Financial Holds

- a. Non-payment will lead to the imposition of a financial hold on the students' account, preventing them from registering for future courses or making any other financial transactions with the university.
- b. The financial hold will remain in effect until the outstanding payment is made in full.

2. Late Payment Fee

- a. A past-due payment fee may be charged for payments received after the specified deadline. The amount of the past-due payment fee will be determined by NAU and communicated to the student.
- b. The past-due payment fee must be paid in addition to the outstanding installment to regain access.

3. Notification

- a. NAU will notify students via email or other appropriate channels about the outstanding payment and the associated consequences.
- b. The notification will include clear instructions on how to make the payment and the deadline for doing so.

4. Payment Deadline Extension

- a. In exceptional circumstances, NAU may consider granting a payment deadline extension upon receipt of a formal request from the student.
- b. The decision to grant an extension will be at NAU's discretion, and appropriate documentation or evidence may be required to support the request.

5. Payment Confirmation

- a. Once the payment is received, NAU will confirm the transaction and lift the access restrictions imposed on the student's account.
- b. The student will regain full access and all associated resources.

6. Access Restriction

- a. Students who do not make their payment installments will not have access to the e-learning platform and course materials until the payment is received.

- b. Restricted access includes the inability to participate in online classes, access course resources, submit assignments, and engage in any other activities related to the program.

7. Meal plan suspension and eviction from housing

Timely payment of all fees is required to maintain access to services. If payment is not received by the due date:

- a. Meal plan access may be suspended until the balance is paid in full.
- b. Continued non-payment may result in eviction from housing.

C. Appeals

1. Students who believe that the application of this policy is unjust or have extenuating circumstances may appeal against the decision by submitting a formal appeal in writing to the university's designated authority.
2. The university will review the appeal and respond within a reasonable period, considering the circumstances and relevant information provided by the student.
3. The decision made by the university in response to the appeal will be final and binding.

D. Discounts

Employee Discount (50%)

An employee shall be eligible for a fifty percent (50%) Employee Discount only if the employee is employed in a full-time position and is regularly scheduled to work a minimum of forty (40) hours per week. The fifty percent (50%) Employee Discount may be extended to the eligible employee and the employee's first-degree relatives, defined for purposes of this policy as the employee's spouse, children, mother, and father.

Students who are already receiving a discounted tuition rate shall not be eligible for an additional Employee Discount. Under no circumstance shall the total combined value of all scholarships, waivers, discounts, or other tuition-related benefits, including the fifty percent (50%) Employee Discount, exceed the student's total tuition and fees. In the event that the combined value exceeds the applicable tuition and fees, the University shall reduce or adjust the applicable scholarships, discounts, or other awards as necessary.

4. Who Should Read This Policy

- Students
- Bursar's Office
- Business Office
- Financial Aid Office

5. Related Documents and References

- [Bursars Office](#)

6. History

- Revision date: 01/20/2019
- Revision date: 10/02/2023
- Revision date: 06/16/2025
- Revision date: 03/19/2025

7. Policy Approval

_____ Revision Editor	03/19/2026 _____ Date
_____ Assistant Director of Finance / Bursar	03/19/2026 _____ Date
_____ Assoc. Dean for Institutional Effectiveness & Planning	03/19/2026 _____ Date
_____ VP for Finance, CFO	03/19/2026 _____ Date