

Guidelines for Students with Prior Collection Agency Activity

Students whose unpaid student account balances that were sent to an outside collection agency must follow these guidelines before registering for future courses at the University of New Haven.

Once a student has paid their student account balance in full with the collection's agency, the agency will then send the funds to the University for posting. Along with the payment being posted a "Prior Collections Hold" will be placed on the students account. This hold will remain on the students account and requires payment in full prior to registering for any future courses.

Registration Process for Students with a Prior Collections Hold

It is the student's responsibility prior to registration to initiate this process.

- I. Prior to registration, students must email the Bursar's Office at Bursar@newhaven.edu and provide the CRNs (Course Registration Numbers) of the courses for which they intend to register. The Bursar's Office will then provide the student with a statement to reflect the **estimated** balance due for those courses.
- II. Acceptable forms of payment include one or a combination of the following:
 - Payment online in [ePay](#).
 - Proof of an approved student or parent loan to cover the estimated balance.
 - And/or a complete financial aid award that covers the entire semester balance for which the student intends on registering for.

Note: Prior collection students are not eligible to enroll in the University's monthly installment plan option.

- III. Once the estimated balance is paid in full, students must contact the Bursar's Office in order to be cleared for registration. The student's hold will then be temporarily lifted for 48 hours to register for classes. Students are responsible for paying any remaining balances owed to the University, not covered in the estimated balance.

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