



# Collections 101

CLAUDE PAYNE

WEBER STATE UNIVERSITY

# Our Setup

Call Center – Student Hourly positions.

Support Staff – Student Hourly positions.

Three Full Time Collectors.

One Senior Collector.

Accounts Receivable Supervisor.

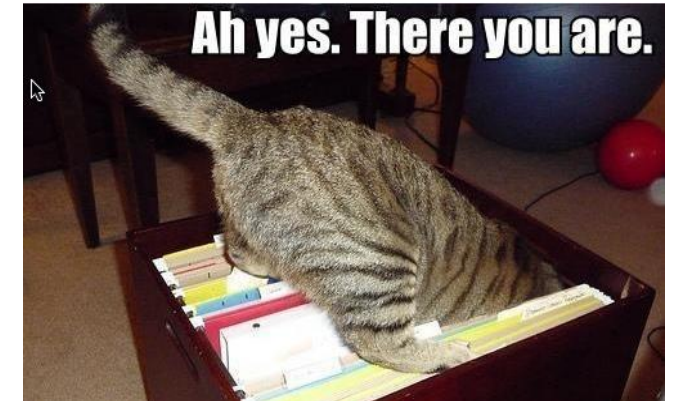
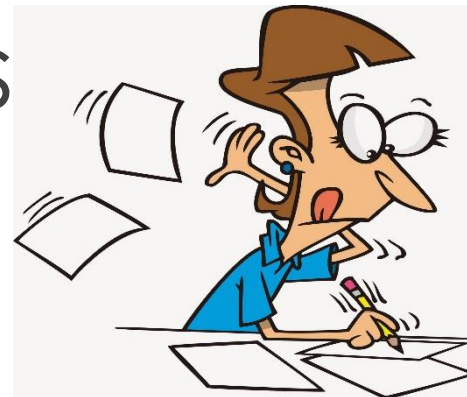
Loan Servicing Supervisor.

# Call Center

- ▶ Calls to all students who register for classes.
- ▶ Calls to students who have a balance after semester begins.
- ▶ Calls to students notifying them of holds, so they cannot register for next semester.
- ▶ Final call before rolling to collections.

# Support Staff

- ▶ Answering phones
- ▶ Filing and scanning
- ▶ Preparing litigation
- ▶ Assisting Collectors



# Collectors

- ▶ Handle Collections Queues
- ▶ Collect on students that have returned checks on payment plans
- ▶ Skip Tracing

# Senior Collector

- ▶ Handles State Finders Program
- ▶ Processes all Perkins Loan deferment/cancellations
- ▶ Maintains our office email account
- ▶ Handles all garnishments

# Garnishment

From January to June 2016  
Weber State had collected

**\$29,832.42**

From garnishments

# Account Receivable Supervisor

- ▶ Oversees Payment Plan Program
- ▶ Works more with current semester problems
- ▶ Oversees Staffing
- ▶ Places accounts into collector queues



# Loan Servicing Supervisor

- ▶ Assign accounts and work with Third Party Agencies
- ▶ Compliance
- ▶ Regulations
- ▶ Legislation
- ▶ Litigation
- ▶ Gets all the questions from the staff



# Teamwork

We all work together

No one can do the job  
alone!

# QUESTIONS

