UNDERSTANDING BLOCK FOR NON-PAYMENT: A STRATEGIC ACCESS BLOCK

INTRODUCING BLOCK FOR NON-PAYMENT

Modifications to transcript hold procedures decreased our capacity to efficiently encourage payments, restricting an important collections tool and adding strain on accounts receivable.

Consequently, recovering unpaid tuition and fees became more difficult, increasing financial risk and potential exposure for the institution.

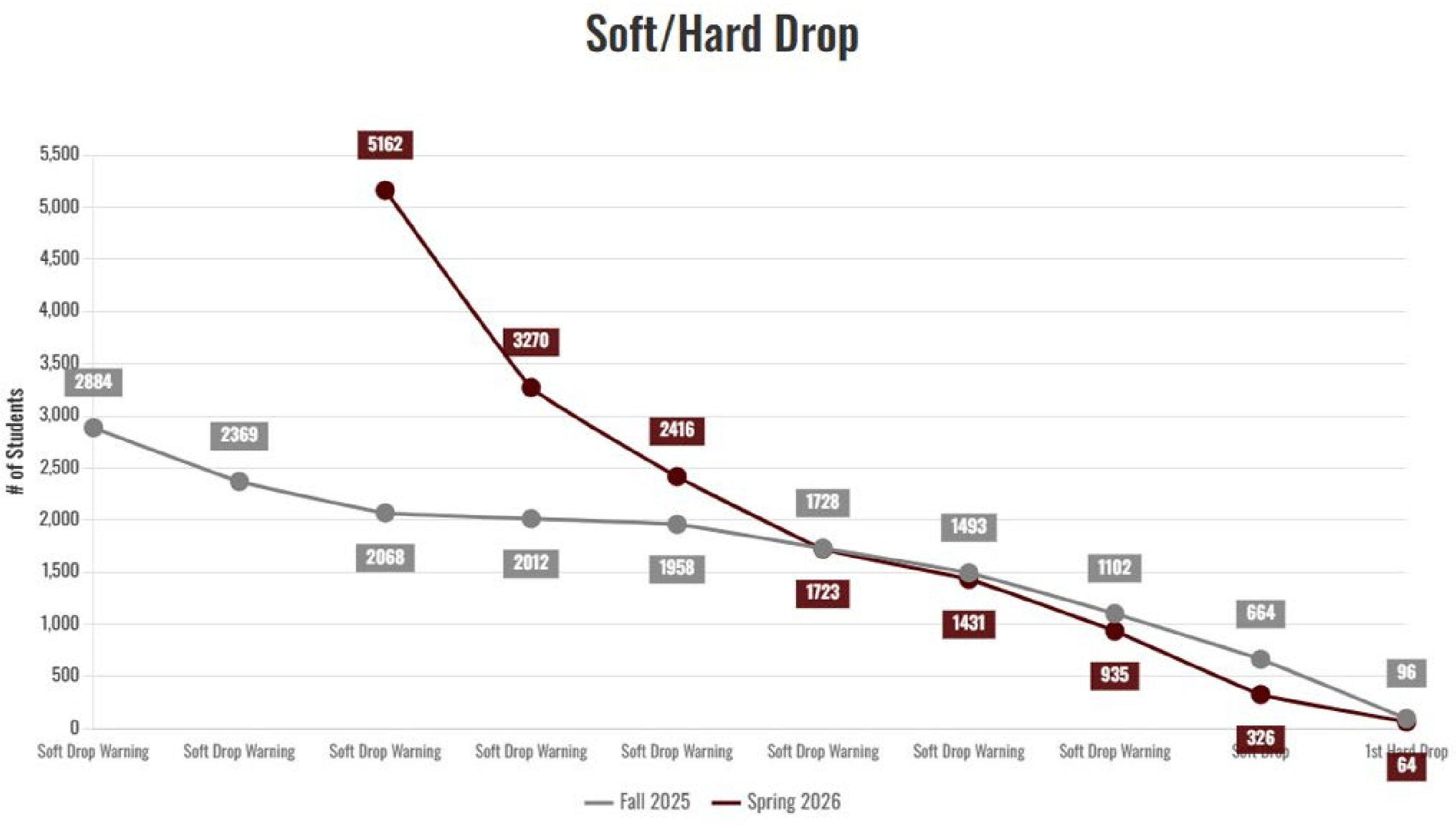
Meanwhile, we stayed dedicated to avoiding collection methods that might adversely affect student retention or academic achievement.

To address this, we enhanced our communication efforts and introduced a Block for Non-Payment policy as an alternative means to promote engagement and timely payments, while still supporting student advancement.

DEFINITION AND PURPOSE OF BLOCK FOR NON-PAYMENT

Block for Non-Payment TAMU Overview
The Block for Non-Payment limits access to certain online platforms such as Canvas and Howdy but does not affect a student’s ability remain enrolled in courses.

Purpose of Block for Non-Payment
This policy promotes timely payment while supporting continued academic progress. Students may continue attending classes in person; however, access to course materials is restricted to drive engagement and encourage resolution of outstanding balances.



DIFFERENCES BETWEEN BLOCK FOR NON-PAYMENT AND HARD-DROP PERIODS

Hard-Drop Period
Students who don't pay are immediately removed from their courses and lose enrollment.

Block for Non-Payment Period
A financial hold restricts access to online services like Canvas and Howdy but lets students stay enrolled and attend classes.

Balancing Accountability and Success
Block for Non-Payment balances payment accountability with supporting students' academic progress during financial challenges.

IMPLEMENTATION PROCESS FOR BLOCK FOR NON-PAYMENT

Identify Eligible Accounts
First, we determine which student accounts are at risk for block for non-payment. We use a $100 threshold.

Student Notification
Next, we inform affected students about the Block for Non-Payment and clarify its impact on their accounts. During this phase, we contact them via email, text, and phone calls. We also provide our academic colleges the list of students so they are aware of the impact.

Apply Access Restrictions
After that, we implement restrictions on the student systems. for eligible accounts to enforce the Block for Non-Payment policy. During this time, students are unable to access any of their online course materials. This is done through an automated process, and access is reinstated within an hour once payment is made.

Department Coordination
To maintain a smooth process, we collaborate closely with frontline staff and the Aggie One Stop team. Together, we provide information on additional payment options, such as a payment plan that waives the first installment for students who have paid at least 50% but have not yet enrolled in a plan.

HOW BLOCK FOR NON-PAYMENT INFLUENCES STUDENT BEHAVIOR

Proactive Balance Management
Block for Non Payment encourages students to take care of their outstanding balances sooner rather than later.

Selective Access Restriction
By limiting access to specific services, Block for Non Payment helps students become more aware of their financial obligations without imposing strict penalties.

Balanced Awareness Approach
This approach strikes a balance, it raises awareness and gives students a nudge to act responsibly, but doesn't hit them with severe consequences.

MEASURING EFFECTIVENESS AND COLLECTION RATES

Improved Payment Rates
With Block for Non-Payment in place, we've seen more students paying on time, which boosts our overall revenue collection. Students who are truly unable to pay are still dropped as needed.

Reduced Accounts Receivable
Block for Non-Payment has helped lower our outstanding accounts receivable, which improves cash flow and strengthens our financial position.

Increased Student Compliance
We've noticed more students following payment policies, showing that Block for Non-Payment is working to encourage timely payments and financial responsibility.

LESSONS LEARNED AND BEST PRACTICES

Clear Communication
We provide early, clear information and regular updates to ensure campus partners and students understand the Block for Non-payment process. Additionally, we communicated more frequently and utilized several different modes of communication: email, text, portal alerts, and phone calls.

Flexibility to Student Needs
We adapt our approach to meet diverse student needs, allowing partner offices to request exclusions via a Laserfiche form.

Data-Driven Adjustments
Using data, we created targeted payment plans for students who paid at least 50%.

Ongoing Training
We offer continuous training to campus partners and staff to explain the process and share supporting data before implementing the Block for Non-payment.

CONCLUSION

The Non-Payment Block has successfully achieved a balance between financial accountability and student achievement by increasing payment compliance and lowering outstanding receivables. Through teamwork, transparent communication, and data-informed refinements, the implementation process has been seamless. Ongoing adaptability and proactive measures will ensure continued advantages for both students and the institution.