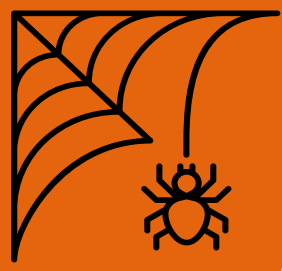




DEBT MANAGEMENT AT UA



Kristy Cole-Wilson



AGENDA

Processing and Tracking
Withdrawals

Debt Confirmation
from VA

Collaboration with
Student Account
Services

A man in a dark suit and white shirt is gesturing with his hands while speaking. He is positioned on the left side of the frame. A large, white, rounded rectangular shape is overlaid on the right side of the image, containing the text. The background is dark and out of focus, with some warm-toned lights visible.

INTRODUCTION

- My goal is to provide you with an in depth look at our debt management process at The University of Alabama.

PROCESSING AND TRACKING WITHDRAWALS

- Run weekly withdrawal reports through ARGOS Reporting System.
- ADD/DROP Monitoring Queue in our OnBase software.
- Create Excel File of all debts per semester and update each time I process a withdrawal.
- Each time I receive a debt letter, I enter it into the Excel File for tracking.
- Single individual, myself, processes all Chapter 33 withdrawals to make the tracking process easier and more accurate.





DEBT CONFIRMATION FROM THE VA

- Receive and keep all VA Debt documentation in a single binder based on term of debt.
- Once I receive a debt letter from the VA, I save the letter as a PDF and upload document to UA shared Box File with Student Account Services.
- Once we receive a paid in full letter, I pull the debt letter from Original Debt binder and move to completed debts paper filing system.



COLLABORATION WITH STUDENT ACCOUNT SERVICES

- Once document is shared in UA Box with Student Account Services, I notify the two individuals who process debt letters, that an update has been made.
- They process and pay out up to 5 debts per check with a maximum of one check per day.
- At the end of each week, they provide me with the copy of the check and a list of which student debts were included on that check.

TIMELINE

Process the withdrawal and list the expected debt on the spreadsheet.

Wait until I receive the debt letter from the VA before acting.

Upload debt letter to shared drive with Student Account Services and notify their office.

Student Account Services sends the funds back to the VA and provides me with a copy of the documentation.

Update the debt as resolved once I received the Paid in Full letter from the VA and file all documents accordingly.

A large, glowing pink question mark is centered on a black background. The question mark is composed of a thick, neon-like line that forms the shape of a question mark. The glow is brightest in the center and fades towards the edges. A thin white horizontal line is positioned below the question mark, passing through the middle of the word 'QUESTIONS?'.

QUESTIONS?

THANK YOU



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