

# CSCU | Students First

<b>Planning Team</b>	SF-AP/AR/BANNER SUPPORT/EXPENSE MANAGEMENT
<b>Meeting Date</b>	June 5, 2017
<b>Members Present</b>	Chris Forster – Sub Team Lead – CSCU- Controller Kim Dragan – NWCC – Director of Financial & Administrative Services Kyle Frant – CSCU – Financial Services Madeline Santiago – CCC – Bursar
<b>Members Absent</b>	Paul Creech – CCC – Department Chair Health Careers & Public Safety Jody Dear – CSCU – Associate Director for Business Services Jennifer Gray – ASCC – Director of Financial & Administrative Services

## Meeting Notes

Minutes Approved – June 2, 2017 minutes were reviewed and approved.

Review of Billing/AR Functions – Committee reviewed all aspects of the Billing/AR functions that have been identified by college users.

### 1. Billing Functions

- Student Billing – Team explored the option of centralized monthly billing of student accounts. Standardization of billing schedules and rules would have to be implemented before a centralized billing could occur.
  - When to bill – 1<sup>st</sup> of each month?
  - Who to bill – Can we use “memos” or some other banner field to eliminate financial aid recipients from the billing process?
  - Installment Payment Students – all 12 campuses would need to have the same installment payment schedule & rules (number of credits to qualify, etc.)
    - Establish a catalog (in Touchnet) of installment payment agreements for all colleges centrally. Setup of plans could be centralized but access to put students in a plan would need to remain on the campus.
    - Late fees could be automatically applied on the same day across all campuses from a central location.
  - How to bill – Ebills are currently being used with the student email accounts. There may be more effective ways to communicate with students.
- Non-student Billing – Room rentals, daycare, foundation, grants, etc. – is most efficiently handled on campus. These items are very unique to each locale. It would be difficult to centralize these transactions.

- Third Party Billing – Veterans, employers, etc. – Remain on campus for now. These items are usually identified by the student in person and require individual counseling, processing, etc.
2. A/R Functions
- Term Set Up – Could be managed centrally with a standardization of the calendar.
    - Student Activity Fees, supplemental fees and materials fees are currently not standard across all campuses. Local decision regarding these fees would make it difficult to establish terms centrally. Rules regarding the application of these fees would need to be established before centralization could be implemented.
  - Collections, Write offs, Unclaimed Title IV, Escheatment, NSF Checks & Tax Intercept – Could be easily processed centrally. Many of the components are currently handled at the System Office.
  - Deposit reconciliation – Needs to remain on campus.
    - Remote deposit of checks at the community colleges should be explored to eliminate the need to deposit checks at the bank. CSCU is currently using a remote deposit device.
  - Refunding – Each college currently manages a variety of “exceptions” when processing refunds. It would be difficult to identify and eliminate all of the scenarios so that refunding could be managed centrally. Work should be done to reduce these cases before looking at a centralized solution.
  - Receivables Management – would follow billing & collections.
    - Methods of communicating with students need to be brought up to date. Currently colleges are using the student email accounts to bill students. This does not appear to be an effective way to communicate with our population. Text messaging needs to be explored.
    - The call center is currently primarily used to answer student calls. Colleges are limited to the number of outgoing calls they can request from the call center. Outgoing calls to remind students of due dates, etc. should be explored in the future.
  - Deposit / ACH Reconciliation – remain on campus with cash reconciliation.
  - Petty Cash / Emergency Loans – remain on campus
  - A/R Holds – Once tuition due date has passed an automated process could be run to apply a hold to all past due accounts across the system. Access to remove holds would need to be provided to campus staff as well as system office staff.
  - Dropping students for non-payment – could be automated if schedules are standardized across all institutions.
  - Consortium Agreements – remain on campus due to the amount of communication required between each campus. May eventually go away under the “one college” concept.
3. Cashiering – A cashiering function should remain on each campus to provide:
- Accept a variety of payments
  - Reconcile cash drawer
  - Answer student payment questions
  - Prepare daily deposit

- Review daily deposit receipts from bank
- Interact with registration, financial aid, admissions and bookstore on student account issues.
- Work consortium and third party agreements.
- Process non-student billing (grants, foundation, daycare, room rental, etc.)
- Manage petty cash & emergency loans
- Manage refunds

#### Next Steps

#### **Travel**

- Review CSU Travel Procedures Manual – Can this policy be applied to all 12 Community Colleges – including the use of one form for Authorization & Reimbursement? - TEAM
- Call Central to schedule a demo of their Travel reimbursement software – CHRIS – *waiting for call back from Central.*
- Can a “smart form” be developed to assist employees in completing correctly? -
- Review processing ability of CORE:
  - Can employees be trained to enter their own reimbursements in payroll?
  - What would the payroll audit process be to ensure accuracy?
  - Can supporting documentation be scanned, uploaded and attached to the payroll transactions in CORE?
- What are the staffing requirements of a centralized travel processing department?
- Review of Professional Development requirements – committee structures at each campus. How does this fold in?

#### **Accounts Receivable**

- Review banner set up requirements for standardization across all 12 colleges
- What are the staffing requirements of a centralized accounts receivable processing department?

#### Future Meeting Dates -

- June 9, 2017 1pm-3:30pm – SO – 61W – R304
- TBD

Meeting Plan June 9, 2017 – Discussion of the Accounts Payable Function is planned.

- Run through the steps currently used to complete a vendor payment
- Signature authorization / approval queues / banner access, etc. – what is required?
- Paperwork & Documentation – discuss where will it go, how will it be retained for audit?
- Contracting/Purchasing – discuss connection to payment
- Receiving – discuss connection to payment