

Sul Ross State University  
Business Process Analysis – Finance Module

Process Name: Housing and Food Service

Date: September 26, 2005

Time: 3 pm

Location: ACR207

Participants: Laura Lannom, Olaya Salgado, Terrie Salas

Session Lead: Laura Lannom

Narrative/Description: This process begins when a student fills out a form with Residential Living (RL) indicating they will need housing or a meal plan for the next term. Occasionally, students bring the form to Cashiers to pay the deposit. If the student is a returning student, RL moves the student's hard copy file to a new drawer in the cabinet marked for the next term. If the student is a new student, RL determines when the proper housing deposit was submitted with the application for housing. If it was not, RL places the application in a file marked "No deposit" and follows up periodically until the deposit is received. Deposits received are entered on a spreadsheet, then the money is submitted to Cashiers. Cashiers will enter the deposit on the student account and return the receipt and application to RL. If the student is not enrolled, Cashiers returns the deposit to RL. RL will periodically check to see if student is enrolled, then return the deposit to Cashiers for posting. When RL receives the receipt and application back from Cashiers, they make a copy for their files and mail the original to the student. RL then updates the student's hard copy file with receipt and places the file in a holding place until it is time to make room assignments.

About 1 month before the semester begins, RL takes all files from the holding bin and makes room assignments and enters the room assignment and meal plan choice (located on student housing application) into SIS. If the student is in a dorm, this data entry causes the full semester charges to appear on the student account screen. If the student is in apartments, check-in cards are forwarded to Accounting after the student checks in. Accounting enters the full semester charges up front, on a month-by-month basis, and pro-rated based on check in day.

During the semester, students may request housing or meal-plan changes by filling out the appropriate card with RL. RL updates their files for these changes, and forwards to Accounting for manual calculation and posting of adjustment on student account or housing screen.

Weekly during the semester, Accounting runs a focus report to supply a list of students signed up for the different meal plans. This list is given to Aramark to use for billing purposes and also for them to update their internal system for valid student meal plans. During the first week or so of each semester, Aramark uses a list provided to them by RL for purposes of knowing which students should be allowed to eat. This is called the Alpha list.

Once monthly, Accounting reviews the accounts of all students who did not have sufficient financial aid to cover the full semester rent charges, or who are on a special month-to-month payment arrangement. If the student has not paid their rent, a late charge is placed on their account, they are sent a letter from Accounting and they are

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placed on a delinquent rent list. The second and third months, there are 2 more letters sent and then the student is turned over to a collection agency.

Electronic Inputs: \_meal plan focus report

Paper Inputs: Housing application, check-in card, change card, delinquent rent letters to students

Related Policy(s): \_Dorm and meal plan is charged full semester in advance. Financial aid is used to pay dorm and meal plan before any refund to student. Rent is charged full semester in advance but if no financial aid is available or in special cases, students are allowed to pay month to month. Housing deposit is \$200 but only \$50 is required for room reservation, the rest can be paid with financial aid or before student checks in.

Web Features: \_None

Manual/Paper Outputs: \_Report to Aramark for meal plan students, delinquent rent list, alpha list prepared by RL during first few days of each semester for students who have a room assignment for current term (used by Aramark before student ID cards are activated).

Customer(s): \_Students, Aramark

Regulatory Items: \_none

Frequency/Volume: up to 500 per semester for initial assignments. Up to 20% of students make at least one change during the semester.

Potential Break Points: Students have charges for room and board for a current term they are not enrolled in (caused when students say they are coming back, and charges are entered, but student does not return). Alpha list may contain students who are not really here and SR has to pay Aramark anyway because the name is on the list. Assignments are not made until deposit is received-this sometime causes additional change requests for those students who requested specific roommate.

Automation: none

Issues: Students check in that are appealing for financial aid or academics. If appeal isn't granted, charges apply for the period the student was waiting. Students in apartments that don't have financial aid are charged full semester in advance but pay month-to-month. This is a problem when rent charges are on the same screen with other T&F, R&B. Also could become more of a fairness issue among students if it continues. Students who are continuously on the delinquent rent list are allowed to stay in apartments, or are allowed to move back in after moving out. Process of adjusting student accounts for changes in meal plan or housing is manual. Also, process of assessing late fees and creating delinquent rent list is manual.