Process Name: Book Loan Process  
Date: October 27, 2005  
Time: 1:30 pm  
Location: ACR207  

Participants: Laura Lannom, Jim Senneff, Terrie Salas  

Session Lead: Terrie Salas  

Narrative/Description:  
Accounting Assistant runs focus report to pull information about books loans issued by financial aid at 2pm each day to pick up all loans issued since 2pm the previous day. Accounting assistant sends email to Cashiers with list of loans issued. Cashier enters the loan and the refund of the loan into the student screen. Check prints next morning. Next morning, Accounting Assistant runs focus report to pull information about books loans issued after 2pm previous day and sends to Cashiers to enter refund of loan. These checks will print the next day, along with loans entered at 2pm this day. At this point, Accounting Assistant also verifies that previous day loans are properly reflected on student loan screen. Student picks up check in office, or are signed up for mailing or direct deposit.  

Accounting Assistant receives loan documents from financial aid office on daily basis and verifies accuracy and completeness, then files.  

Electronic Inputs: BR feed from financial aid to student accounts, nightly batch process to copy charge from student account to Loan screen, short-term loan database, emails from Accounting assistant to Cashiers, focus report that Acct. Asst runs  
Manual/Paper Inputs: loan documents  

Key Decision Points (list all): Was loan issued before or after 2 pm  
Related Policy(s): 2 pm cutoff; we don’t offer cash book loans  

Interface to Other Systems: none  
Web Features: none  

Electronic Outputs: ACH refunds of book loans  
Manual/Paper Outputs: refund checks  
Customer(s): Students  

Regulatory Items: none  

Frequency/Volume: daily, anywhere from 0-75 loans depending on time of semester  

Potential Break Points: system down, nightly batches not run so no checks print next day, loans not copied to loan screen  
Automation: none  

Issues: process is very labor intensive. Many people in many departments are involved in the process of issuing book loans. We need to simplify the process.