Process Name: Receiving Tuition and Fee Payments
Date: 10/21/05
Time: 2:30 P.M.
Location: ACR 207

Participants: Laura Lannom, Terrie Salas, Anabell Sartain, and Kim Dutchover

Session Lead: Laura Lannom

Narrative/Description: A student is ready to make payment: Is payment going to be paid in full or on the installment plan. Student signs installment plan agreement cashier inputs payment plan into student account. Check to see if they need all optional fees Ex. Postoffice box, parking permit, brand book. Are they in student housing, check class schedule for right class and the # of hours enrolled. Before payment is actually taken. We then take payment in cash, check, credit card, on line, by mail (pre-list) this check or money order is received with secretary and she notes on a prelist, phone by credit card take all information about student and the credit card info. And run credit card and post payment, then a receipt and credit card slip is attached and mailed. If student comes in office we receive and post payment then we give the student a receipt for account balance. If student does not make required initial 50% payment by due date, they are dropped for nonpayment.

NSF checks- Cashiers receives returned check notice from bank. Cashiers enters the chargeback on the student’s Returned Check account. Collections dept. places student on hold. Cashiers sends certified letter to student. After 10 days, Cashiers submits to County Attorney for collection.

Payments on Short-Term Loans- When student is ready to make payment, Cashiers calculates interest up to date of payment, posts interest, posts payment, gives receipt to student.

Housing- Cashiers takes payment and applies to student’s Housing account

Electronic Inputs: Touchnet payments, credit card payments
Manual/Paper Inputs: cash, checks, money orders, Cashier’s checks, pre-list
Key Decision Points (list all): Method of payment, Whether payment is in full
Related Policy(s): SRSU only takes Visa and MC, Installment Agreement payment plan
Interface to Other Systems: Web for Students, Touchnet
Web Features: Web for Students, Touchnet
Electronic Outputs: none
Manual/Paper Outputs: student schedules, receipts, Installment Agreements, daily cash-out sheets
Customer(s): Students, faculty and staff
Regulatory Items: Education Code (Installment plan, drop for nonpayment)
Frequency/Volume: approx 5000 per semester
Potential Break Points:  system down, Touchnet malfunctioning, lost checks (mail), NSF checks, if students don’t make payment on time they are dropped for nonpayment (and many times get reinstated)

Automation:  Web For Students Touchnet payments are automatically applied to student account

Issues:  In our current system, T&F, Housing, Returned Checks, Travel, and Short Term loans are all recorded on separate accounts under the student ID.  The only one students can see on WFS is the T&F account.  In addition, when payment is made on WFS for loans or housing, this creates a credit on T&F account, but does not apply payment to loan or housing account.  Cashiers then must transfer credit from T&F account to loan or housing account.  If financial aid is taken back after awarding, this creates a balance on the student account that must be collected.