

SF User Group Meeting
April 18, 2007
9:00-11:00 CDT

General Agenda Items:

1. Billing statements-Joann, LRSC
2. Session refunds-Valerie, LRSC
3. Parking permits via Parking System-Ann, VCSU
4. New Chairperson

DR Items:

1. Retrieval of data for NDU GL Recon Report, NDU_0136_SF-Marie
2. Query that shows course/class fees that are attached to course for reviewing accuracy- Janet, DSU
3. DR spreadsheet-Marie

SF USER GROUP MINUTES
APRIL 18, 2007

Present: BSC, DSU, LRSC MASU, MISU, MISU-B, NDSCS, NDSU, UND, VCSU, WSC, NDUS- Tamara, HECN-Angela, Marie

General Agenda Items:

Billing Statements – LRSC indicated that they would like to have a date showing instead of the item type. A date would be more meaningful to the student than the item type. Schools have the ability to control this in the set-up of the Invoice Layout. Angela will work with LRSC on this.

Session refunds- LRSC is having issues with students who submit a withdraw from the first session within the term and later in the term the student determines they want to come back and take a class in a later session in the term the student is recharged the cost of the first session classes. Currently students who withdraw from the first session obtain a refund, however when they reenroll in a later session within the term the charges for the first session are added back on as the system considers the withdraw from the first session a partial drop if the drop was after the 8.999%. Withdraws are calculated by the term, and when the student enrolls in a different session within the term the student is not entitled to the refund based on the refund policy.

It was suggested a meeting between Records, Financial Aid and Student Finance be held to help those setting up refunds, session tables, etc, have an understanding as to how everything ties together, if holidays should or shouldn't be used when setting up the calendar. Confusion as to if a single holiday in a month is counted or not and how long spring break is. What happens if you have a class on a Saturday or Sunday during Spring break? NDUS Refund Procedure #830.2 states excluding scheduled breaks of 5 calendar days or more are not counted. This is also a Federal policy. If you have classes on Saturday before Spring break and after Spring break would you count those days? It was brought up that the Calendar is a global calendar; therefore would these days be counted.

It was suggested Student Finance look at the current Refund Policy to determine if changes need to be made to the policy. A committee of Wanda, Mary, Hanah, Marie and Angela volunteered to be on this committee. Angela will set-up a meeting on the reviewing the Refund Policy.

Parking Permits via Parking System- VCSU was asking if a change can be done to the parameters that are currently being sent to the parking system from student finance. Valley City would like to see payments toward parking permits be sent to the Parking system along with the parking ticket payments. This would be considered a Development Request modification. A parameter needs to be added to add permits in addition to tickets for Valley City. This was approved by Student Finance to be added.

Wanda has resigned her position as Chair of the Student Finance User Group as of May 1. Karin has accepted this position. It was suggested the minutes for this group be completed by each campus on a monthly rotation basis. Janet at DSU will be taking minutes at the May meeting with rotation being alphabetical. Minutes will be posted on the ConnectND website under Student Finance User Group starting with the March 2007 minutes.

Carla at NDSCS indicated they met with a representative from QAS (Quick Address Pro-Web). This system populates address fields with correct addresses or knocks out inaccurate addresses. It verifies and auto corrects that addresses. The representative indicated that BSC and UND were looking at this. BSC was unaware of what this was. He indicated that this works with PS at many places and works real well with Oracle. Based on the cost, Carla did not feel Enrollment Services could justify the cost just for NDSCS. BSC asked if Carla could obtain who at BSC was looking at this. Angela at HECN was unaware of this. When schools look at third party vendors to assist in processes, it is necessary to look at the server issues and performance issues.

Angela reported on the performance and app messaging issues discussed during the last meeting. It was found that third party vendor software, Foglight that was installed a while back is the stem of some of the problems. This software looks at any thing that is processing and not going anywhere or is still queued and identifies these processes.

SF accounting lines are not coming back from Finance to Student Finance. This is a result of the Finance upgrade. Until this is resolved App Messaging will not be working.

Touchnet payments by credit card can be completed by the cashier. The current credit card machines can be used, or you can make the payments directly in Touchnet. If payments are made through Touchnet the merchant fee may be higher than if you use the credit card machine. Angela suggested if you go with Paypath you do away with the credit card machine for student payments. Sharon at UND indicated that one machine may need to be maintained for third party payments or credit card payments on grants and contracts.

Angela had indicated in the last meeting that the HECN staff were going to meet to share what they learned at HEUG. Angela indicated that this was a very informal meeting with Angela talking mainly about what she has told us previously. Very little other information was shared.

UND is having issues with the Tuition Calc Flag removal as it is impacting refunds. Each term is required

Janet from DSU said they are balanced and will send to the list serve what they are doing as soon as she balances one more time.

Janet will take the Student Finance Steam Valve issues to Mark Lowe.

It was agreed Tuition Calc for Summer Term 0740 will start on April 29, 2007. Tuition Calculation for Spring 0730 will be fore those required only starting on May 5, 2007 and run

every Saturday. Jame from WSC volunteered to put the calendar together for Terms 0810, 0830 and 0840.

Angela indicated she just sent an email to HECN that Student Financials came to a consensus that the Diploma address is not approved by Student Finance. She is unaware where this will go at this point.

Marie indicated that she will generate a transmission file for new 1098T's and corrections on May 1 and will send a note before she does this.

DR Items:

Retrieval of data for NDU GL Recon Report, NDU_0136_SF-Marie had some problems with the coding of the sequel to pull the data for the Reconciliation Report. After much discussion in regard to funding changes to the GL, Item Effective Date, differences from rounding at some schools, etc. It was determined that it would be best to create a report that will combine the charges and credits into a report that you can schedule. This would replicate the aging report but not by categories. This would be a starting point to troubleshoot. Marie would like to pursue a report or query off of SF accounting lines where you could enter an account code and pull all the funds for that account code to see where you are off. Sharon indicated they have a query similar to this. Marie asked if she would provide this query to her and they can then add what they needed and put this in a report. Those who worked on the Recon Query will also work on this.

Janet proposed a new DR be submitted to combine information from Student Records and the class/course fee information from Student Finance be combined to provide a report. All campuses agreed that this is needed and gave Janet approval to create a DR for this.

VCSU parking modification- all campuses approved the modification that needs to be done on this.

Marie indicated that we will need to prioritize the DR's. At some point, DR's for development will be cut-off when we get close to up-grading.

UND requested a DR be submitted in regard to the Term being required when removing the Tuition Calc Removal flag. A modification is being requested to add a range of terms. Campuses agreed to the addition of this DR. Karin indicated that she found an error in one of the Term descriptions within the Tuition Calc Flag Removal area and had submitted a ticket (DR Ticket 313548) to correct this. If the flag on a Term is not removed, go into the Term activation for the Term and verify that you are using the correct Term. UND will submit a DR for this and mention the Term Description issue on the DR.

DR # 136- NDU GL Reconciliation SQR in development right now.

DR #133 - Credit History SQR/omit amount field on Service Indicator. This is the one that Angela indicated she sent to Marie last night.

DR# 56_4 – FA Recon Query Mod- Add the fields of CL fund disbursement and CL check #. Adding Project Field and modifying the Gross Amount, Origination Fee Amount and Net amount to the dollar format. Marie indicated the Dollar amount fields are not numeric and that is why they are showing up the way they are. Financial Aid uses these and leave them as they are. Ann will put if possible behind the Dollar requests. Ann will submit this to a ticket and Angela will write up a project DR. Once Scott signs this, Marie can start working on it.

DR # 134 Touchnet mods were on hold and with the way Touchnet is heading, this will not be needed.

DR # 135 Room and Board Waiver-Angela is still working on
DR #137 Unpaid Tuition - Wanda submitted and group will meet.

Tuition/Calc removal request should be a 4 or if it doesn't take long and Marie has time she will work on it.

DR135 – needed by mid-Summer for Fall – this will be a #3 and reevaluated next time after Marie receives more information from Angela.

It was requested that #133 be worked on before 56_4, unless 56_4 is approved first.

1098T will be added to the list

It was requested that once Marie gets the info from UND to write a Report from the SF Accounting Line if she could push this through as it would be beneficial to SF for reconciling A/R. Marie will look at it and see if she can and Sharon will be taking this forward.

Ann referred to an email that was sent out in January regarding NDU_142CC Canadian Tax Form Report where financial data was being pulled. Ann was wondering if this would be a report that could be used to populate the Canadian Tax forms and where it is at. Ann will send a note to Angela and this could be discussed at the next meeting.

It was asked if UND has a Procedure Manual on the Collection Process. Wanda indicated she was in the process of writing one up and will be willing to share it when she has completed it.

If any other procedure manuals have been created by other campuses it was asked if they would share them with the group.

ND HEUG is October 1 & 2, at the Ramkota in Bismarck. If anyone has any other input or requests please share. A request of a Birds of a Feather with all Student Admin would be beneficial. Sharing of Financial Aid screens available and explanations of what they are and what they do.

On Tuition Calc Set-up, under Term fee there is a maximum amount and on Term Sub-Fee there is a maximum amount if you put in zero or put in all 9's it seems to work the same. Is there a better way, or what are the pros and cons? If you put in a penny it will stop, if you put in at zero it still charges it. Looks like it is working, but is there a better way to set this up.

VCSU had a student that withdrew from 15 credits. One of the classes was a second eight week class and the student received a 100% refund on this class. Mandatory fees are capped at 12 credits, 3 credits of mandatory fees were refunded also. Is there a table out there that determines what to refund in this type of scenario. Are refunds on mandatory fees determined by the order the classes are added? Order of classes can be determined by viewing what happened under, Manage Student Records/Manage Academic Records/Inquire/Enrollment Request.