



Project Overview Statement

Executive Summary

Project Title: Student Financial Services Reporting

Project Leader: Liz Mendez

Department: Finance

Executive Sponsor: Mr. William Pennell

Project ID: 119 **Last Updated:** April 25, 2008

Mandated: Federal State Accreditation **Date Required:**

Other

PROJECT BUSINESS CASE

Project Overview

The offices of Student Financial Aid and Student Business Services need the capability to extract mainframe data for the purposes of analyzing various processes which affect the processing of student accounts. These processes include the application of financial aid coverage, mass disbursement, fee payment, drop for non-payment, student refunds, student receivables/collections, and cashiering. The data applicable to these processes resides in the Financier and Credit&Collections system. When this data is extracted and merged for analytical purposes, it can be used to answer many questions and provide insight into the trends occurring with regards to student financial aid and fee payment.

Business Goals

The primary goal is to create a BI model containing financial aid, fee payment and receivable data that can be used by the staff to report and analyze trends and outcomes for decision making purposes.

Fee Payment Data:

Track student hours (paid and unpaid) and total fee revenue collected, by credit type, by course, by term, by academic year, and by fee type; Tuition fees paid as a percentage of fees due (dollars); Percentage of students enrolled during an academic year/term with an unpaid tuition balance at specific points in time during fee payment (headcount); Percentage of student payments (excluding financial aid coverage) during an academic year/term received through payment channels (i.e. web, cashier office); Fee payment within cashier office (cash, check, credit card, wire, pop), by location, by cashier. Headcount and dollar value; The volume of drops for non-payment by campus, credit type, date, term, course and reference number; The volume of students that register each day from the first day of registration until the start of classes for a term (to determine registration impact on due dates); Percentage of refunds for credit balances refunded to students through payment methods for year/term (i.e. credit card refund, check, EFT)

Receivables

Third party receivables paid as a percentage of total Third party due (tuition and book dollars and unduplicated headcount); year/term; Percentage of receivables written off as a percentage of total receivables; Institutional student debt (fee deficiencies and financial aid overpayments) paid and unpaid as a percentage of total due; dollars and headcount; year/term; Student and customer debt due as a percentage of total other debt due; dollars and headcount; Percentage of students enrolled during an academic year/term whose accounts have gone into a collections process. What types of debts are being sent to collection? How many students in collections satisfy their debt and how was it paid? How many in collection debts are written off?



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Financial Aid

Financial aid awarded and disbursed, by year, by term, by financial aid fund grouping, by individual financial aid fund, and by student; Financial aid used to cover tuition and books? Total coverage compared to total award? Compare current year to prior years. When financial aid is disbursed what is being paid (i.e schedule, books, receivables and obligations) and what goes to the student. Monitor the level of fee deficiency and financial aid overpayment balances throughout the term, as well as other customer receivables and obligations being paid by financial aid; Monitor the level of bookstore spending for financial aid students.

Success Factors

Improved reporting at a higher level (by term, by funding source, by payment types and receivable types) requiring less manual effort by the staff.
 Improved data analysis.
 Improved efficiency and effectiveness in the financial aid and payment process

Criteria Ranking	Supporting Information	Score* (5=High 1=Low)
Significantly improves student success	
Improves customer service or transforms a business practice (increase productivity/time saving)	
Aligns with college-wide strategic initiative	
Meets state, federal, accrediting or other mandate (identify mandate)	
Affects a large number of stakeholders (define stakeholders: students, business, employees...)	
Supporting information for "Date Required"	
Financial Impact (saves money, earns money, Increases enrollment/retention (reduces attrition)	
Impact if not accomplished	
Quick Win (accomplish in short time frame)	
Overlap with another project	
Consortium project	

* Criteria scores will filled in by Technology Advisory Committee