



Project Overview Statement

Executive Summary

Project Title: Drop for Non-Payment Trending
Project ID: 120
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Department: Student Affairs
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PROJECT BUSINESS CASE

Project Overview

Monitor trends in drops for non-payment, gauge the impact on enrollment and determine if the drop job is scheduled at appropriate times. Some of the questions we want to answer are:

Questions / measurements:

- What is the volume of students dropped for non-payment by campus, credit type, date, term, course, and reference number?
- To determine registration impact on due dates, what is the volume of students that register each day from the first day of registration to the start of classes for the term?
- How many students hold seats (register and are assigned a due date) but never pay for the class?
- How many students register, are dropped for non-payment, and then reregister?
 - What is the length of time the seat is held?
 - Does the student register for the same course both times or are classes in other departments added instead?
 - Does the student register for the same, more, or fewer credit hours?
 - Of those **who** register, how many pay and/or are covered by financial aid?
- What is the volume and impact of fee due date extensions?
- Of the students that were dropped for non-payment, how many applied for financial aid?
- What is the demographic composition of students above (home campus, number of credit hours completed, GPA, age, gender, ethnicity, and race)?

Business Goals

- Based on the questions/measurements above we expect to gain an understanding of how the drop for non-payment job and related processes impact student enrollment by various factors (i.e. location, credit type, seating availability, demographics, funding source etc). This information will help us identify any problems or trends which can lead to the implementation of work flow changes and enhancements. The goal is to better

serve the students and allow the college to manage resources wisely.

Success Factors

- Increased knowledge (based on the data) leading to less staff and financial resources being used to “work” the drop job
- Identify untapped resources (i.e., reasons for students getting dropped or not attending)
- Knowing that what we are doing (extending due dates, running the job at designated times) is working to the benefit of the students and the college.