Installment Plan Meeting Minutes
July 29, 2013

Attendees: Chien Shih, Tom Roza, Scottie McDaniel, Henry Jung, Kathleen Moberg, Jerrick Woo, Susan Malmgren, Nazy Gayolan, Nina Van and Kari Elliott (note taker).
On Conference Call: Matt Fine (TouchNet), Natalie Bankus (TouchNet) and Rani Kaur (TouchNet).

1. Team Recommendations – waiting for Steering Committee approval.
   - Installment fee decision; team recommends $25 per quarter.
   - Recommend not rolling balance for installment plant to next quarter.
   - Charge $50 installment fee for 3 quarters; incentive for students to stay more than 1 quarter.
   - Do not charge students late fees or interest.
   - Still need to make a decision regarding drop policy; need to be consistent at both colleges.
   - Meeting scheduled July 31, 2013.
2. User Testing – ready to begin.
   - 2 key testers for De Anza on vacation this week; most testing has been done by Foothill.
3. August 14, 2013 Objective.
   - Be able to make a payment by credit card, ACH or payment plan.
4. Marketing Departments at both colleges have sent out announcement to students.
5. Customized Pay Now Button needs to be included in credit card, ACH and payment plan options.
   - More discussion needed.
6. Status Report.
   - Test ACH file to district bank – July 24, 2013.
     - Need to generate test transactions.
     - Need routing number for test ACH; makeup account number.
   - Need to finalize payment plans – meeting scheduled July 31, 2013.
   - Continue user acceptance testing.
     - Foothill will begin training other cashiers to help with testing.
     - Seeing delay of 5 minutes when posting; shows received on TouchNet and shows up 5 minutes later in Banner.
     - Need to test ACH/credit card this week.
     - Jerrick will work with Henry Nguyen at De Anza with testing.
   - ACH Error.
     - Detail code at Foothill had not been activated; is activated now.
     - Grant security to view accessibility to posting screen for head cashiers and backup; include ability to re-post.
       - Transactions could be doubled if manually done in Banner and someone else pushes through at TouchNet.
       - Give full access for test environment – Natalie Bankus will setup.
       - Instructions to re-post in user guide.
   - Implement installment plan first; implement drop policy later.
7. Milestones.
   - August 9, 2013 – LDAP authentication.

- August 14, 2013 – user testing and sign off.

Take Away Items:
1. Re-validate ACH and credit card payments.
2. Consolidate credit card with Bill Payment+ Suite.
3. Test TouchNet re-calculation when classes are added or dropped – batch process at night.
4. Need to confirm ACH file format is ok with Bank of America (District Bank).