

Installment Plan/Pay to Stay Meeting Minutes

August 19, 2013

Attendees: Chien Shih, Susan Malmgren, Scottie McDaniel, Henry Jung, Rachel Tai, Jerrick Woo, Tom Roza, Bret Watson, Joe Lampo, Bill Baldwin, Sherri Mines, Nazy Galoyan and Kari Elliott (note taker).

On conference call: Matt Fine (TouchNet), Natalie Bankus (TouchNet) and Nina Van.

1. Steering Committee has Approved:
 - Installment fee of \$25.
 - Not rolling balance forward into installment plan.
 - \$50 installment fee for 3 quarters.
 - More research/discussion needed to implement.
 - No interest fees or late charges.
 - Go live with installment plan starting Fall quarter.
 - Implement drop policy for Winter quarter.
 - Recommend continuation of weekly meetings to discuss.
2. Other issues/concerns for Steering Committee:
 - Real time drops require customization from TouchNet – waiting for quote.
 - Charge international students \$25 only for down payment or \$25 plus 1/3 down like domestic students.
 - Should installment fee of \$25 be refunded when approved for BOG?
 - No, BOG is only for enrollment fees.
 - Concurrent students will be charged \$25 enrollment fee twice.
 - Should fee be waived for one college and how to decide which college?
 - Need Steering Committee decision.
3. Finalize file transfer process for ACH; make sure file is correct.
4. Automate process for ACH – TouchNet is working on, will not be ready by August 22, 2013.
5. Single sign on almost ready; may not be ready by August 22, 2013.
6. Need to create webpage for links to colleges for Important Information.
 - Currently only has link for Foothill college.
 - Need to have link for both colleges.
7. Recommendation to push go live date back from August 22, 2013.
 - Finish testing by August 23, 2013.
 - Configure production platform by August 29, 2013.
 - **Go Live September 3, 2013 – both colleges agree.**
 - Would still allow 2 drops for nonpayment, September 10th and September 13th.
8. Go Live Readiness:
 - Balance/credit does not apply to installment balance.
 - Credit will apply in overnight process.
 - Students will need to pay prior balances before enrolling classes or installment plan; will have a hold on account.
 - Recommend not changing current apply/unapply process.
 - Will need to resolve in future.
 - International students can see 3 plans; international and domestic.
 - Change label; clearly mark International Students only.
 - Hide options from drop down menus.
 - Send out message to students and clarify in documentation.