

## **Installment Plan/Pay to Stay Meeting Minutes September 9, 2013**

**Attendees:** Chien Shih, Bret Watson, Tom Roza, Rachel Tai, Joe Lampo, Kevin Harral (conference call), Scottie McDaniel (conference call), Catherine Sun (conference call), Matt Fine (TouchNet, conference call), Natalie Bankus (TouchNet, conference call) and Kari Elliott (note taker).

1. ACH File update.
  - Acknowledgement report showing only Foothill; colleges have separate IDs.
  - Need further validation – Scottie McDaniel/Matt Fine.
2. International Students.
  - Will have 4 payments, first one \$25 fee – Both colleges agree.
3. Like Aid Year Issue.
  - Further research is needed before implementing change for Winter quarter.

### **Post Go Live Issues:**

1. Review old terms.
  - District writes off debt but student is still on hold.
  - Student returns but cannot pay past due balance; charge is in SSB not in Bill Payment Suite.
2. De Anza has 199 installment plans, Foothill has 136 installment plans.
3. Settlement Process.
  - Can reconcile but starting in July/August missing 1-2 transactions because of time cutoff.
4. Mixed Content Issue.
  - ETS working on.
  - Instruct students to use Pay Now button – send out email to students September 9, 2013.
5. No Performance issues to report.