

# Installment Plan/Pay to Stay Meeting Minutes

## August 12, 2013

**Attendees:** Chien Shih, Susan Malmgren, Scottie McDaniel, Henry Jung, Rachel Tai, Jerrick Woo, Tom Roza, Kathleen Moberg, Bret Watson, Nina Van, Letha Jeanpierre.  
On conference call: Matt Fine (TouchNet) and Natalie Bankus (TouchNet).

1. Review training video draft.
  - Change Student Account Suite to Bill Payment.
2. Review written documentation draft.
  - Last day students can enroll in payment plan?
    - Not doing daily drops for Fall quarter; cashiers' offices provide drop dates.
  - Last payment installment must be made before registration begins for next quarter.
    - Second payment due 4<sup>th</sup> week of quarter.
    - Third/last payment due 8<sup>th</sup> week of quarter.
  - Should international students pay \$25 fee plus 1/3 or just \$25 fee and split balance into two payments – need to discuss with International Students Offices and Steering Committee.
3. Need to change user configuration to not consider Financial Aid estimate.
4. Validation error with ACH file with Bank of America.
  - Was a savings account code; may not be an issue, will need to test again in Production.
5. Single sign on – successful authentication through LDAP; Matt Rapczynski is working on.
6. Integration of Bill Payment link to Pay Now button on MyPortal – add another channel for link instead of linking to Pay Now button.
7. Nightly batch job drops.
  - Custom modification from TouchNet needed to return information on what payment method student chose.
  - Banner will drop student from 'All' classes including ones already paid for.
8. On time delivery – chance Go Live could be delayed until September 6, 2013.
  - Would affect dates for drop for nonpayment; would only be able to do 1 drop for nonpayment.

### Critical success factors (can we meet the below factors listed?)

- a. Accuracy of the student account balance matching with Banner SSB – Yes.
- b. Accuracy of the feed to District accounting – Still testing.
- c. Ease of use (fully integrated with MyPortal) – 75% completed.
- d. Ease of reconciliation with both District and College accounting – still testing Bank of America Transaction.
- e. On time delivery of the system – 70% make August 22<sup>nd</sup> Go Live; 30% delay until September 6<sup>th</sup>.

### Test system

- f. Installment plan interacts correctly with different category of students – Working.
- g. Test of student and 3rd party pay installment transactions (enrollment, payment, balance) – Working.
- h. Test of complete cycle of charges and payments – Still Testing.
- i. Batch recalculation and reconciliation (balance, district account reconciliation) – Working.
- j. ACH transactions – 60% complete.
- k. Credit card payment transactions – Working.
- l. System performance – Working; 15 minute timeout on payment screen for security.
- m. Live test with students – 50% complete.
- n. Meet August 14th cutoff date

## **Production system**

- o. Single sign on – 60% complete.
- p. Connectivity to production incidence from Banner to Touchnet – 100% completed.
- q. FAQ, video and on line documentation – 60% completed.
- r. Meet August 22nd go live date – 70% completed.