

## **Installment Plan/Pay to Stay Meeting Minutes September 16, 2013**

**Attendees:** Chien Shih, Bret Watson, Tom Roza, Rachel Tai, Joe Lampo, Scottie McDaniel, Catherine Sun, Sherri Mines, Jerrick Woo, Bill Baldwin, Nazy Galoyan, Kathleen Moberg, Henry Jung, Matt Fine (TouchNet, conference call) and Kari Elliott (note taker).

1. ACH File update.
  - Working fine.
2. Like Aid Year Issue.
  - Leave as is; make no changes for Fall quarter.
  - 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.
  - Recommend not bringing back all write offs; would have to write off again.
  - Can load term codes into Bill Payment Suite.
    - A & R offices will enter term codes beginning from 1995 manually.
2. De Anza has 470 installment plans, Foothill has 300 installment plans.
3. Settlement Process.
  - Can reconcile but starting in July/August missing 1-2 transactions because of time cutoff.
4. Mixed Content Issue – fixed.
5. Would like to add wire transfer for international students.
  - TouchNet offer wire transfer service in version 6.5; currently using 6.0.
  - Look into further.
6. Staff Single Sign on – Staff need to log in twice.
  - Looking into roles.

**Monday's meeting will be cancelled (September 23, 2013).**

**Final meeting will be September 30, 2013; light refreshments will be served.**