

TouchNet Installment Plan Steering Committee Meeting Minutes

August 12, 2013

Attendees: Chien Shih, Joe Moreau, Denise Swett, Letha Jeanpierre and Kari Elliott (note taker).

Confirmation of Decision:

1. Installment fee – team recommends \$25 per quarter.
 - Both colleges agree.
2. Recommend not rolling balance for installment plan to next quarter.
 - Both colleges agree.
 - Credit balance should be reflected in balance.
3. Charge \$50 installment fee for 3 quarters; incentive for students to stay more than 1 quarter.
 - Both colleges agree.
 - Need to figure out how to implement.
4. Do not charge students late fees or interest.
 - Both colleges agree.
5. Confirmation of key dates:
 - Installment plan Go Live – Fall quarter 2013; Both colleges agree.
 - Drop policy implementation date – Winter quarter 2014; Both colleges agree.

Other Items:

1. Go Live date may be moved from August 22, 2013 to September 6, 2013.
 - Will impact drop for nonpayment dates.
2. Installment plan will start with Fall quarter; no balance forward – Both colleges agree.
 - Balances over \$50 will be eligible for installment plan – Both colleges agree.
3. Students will have to pay prior balance before enrolling into Installment plan; add message on landing page for students – Both colleges agree.
 - Can block ineligible students from Installment plan.
4. Students who owe will be placed on hold and won't be able to register; standard practice at both colleges and keep in place for Installment plan Go Live – Both colleges agree.
5. If we need to drop a student at time of payment; TouchNet will need to modify their payment landing page – a quote for customization has been requested from TouchNet if choose to implement.
6. Installment plan for International Students – Charge \$25 plus 1/3 down payment or \$25 only for down payment (balance would be split into 2 payments).
 - More discussion needed with International Students Offices at both colleges.

Payment Policy Discussion:

1. Drop students from classes if owe more than \$50.
2. Daily basis dropping from beginning of registration starting with continuing student registration.
3. Suggestion for aging balance 72 hours.
 - Allow student to pay in person with cash.

- Colleges do not want to age balance; want students to pay or enroll in installment plan at time of registration.
 - Students paying cash will have to register in person and pay.
4. Drops – All or some?
- Banner is setup to drop all courses registered, including courses already paid.
 - Would be hard to drop only courses added but not paid for.