

TouchNet Installment Plan Steering Committee

Meeting Agenda

August 12, 2013

Confirmation of Decision

- Installment fee decision; team recommends \$25 per quarter.
- Recommend not rolling balance for installment plant to next quarter.
- Charge \$50 installment fee for 3 quarters; incentive for students to stay more than 1 quarter.
- Do not charge students late fees or interest.
- Confirmation of the key dates
 - Installment go live date – fall quarter, 2013
 - Drop policy implementation date – winter quarter, 2014.

Current Status

- 1. Critical success factors (can we meet the below factors after go live?)**
 - a. Accuracy of the student account balance matching with Banner SSB
---- 100%
 - b. Accuracy of the feed to District accounting
--- Not able to test yet, need to resolve issues with Bank of America
 - c. Ease of use (fully integrated with MyPortal)
--- 75%
 - d. Ease of reconciliation with both District and College accounting
--- Not able to test yet, need to resolve issues with Bank of America
 - e. On time delivery of the system
--- 70%
- 2. Test system readiness (system will be ready to migrate to production 8/14/2013)**
 - a. Installment plan interacts correctly with different category of students
---- 75% (need more sample students)
 - b. Test of student and 3rd party pay installment transactions (enrollment, payment, balance)
--- 100%
 - c. Test of complete cycle of charges and payments
--- 100% (between Banner and TN)
 - d. Batch recalculation and reconciliation (balance, district account reconciliation)
--- 100% TN Batch recalculation after Apply
--- Have not run FHDA batch run to feed to District Accounting
 - e. ACH transactions

- 80% (still working with BOA on batch file)
- f. Credit card payment transactions
 - 100%
- g. System performance
 - 100% (no problem when using TN)
- h. Live test with students
 - 50% (we logged in as students and tested)
 - More live students test needed
- i. Meet August 14th cutoff date
 - 50% (We need to test more scenarios, such as removing from installment plan)

3. Production system readiness (go live 8/22/2013)

- a. Single sign on
 - 50%, TouchNet is still working on this
- b. Connectivity to production incidence from Banner to Touchnet
 - 100% connected and tested
- c. FAQ, video and on line documentation
 - 75% video is ready, on-line documentation is not.
- d. Meet August 22nd go live date
 - 70%

Assessment

Based on the assessment collected from the team, and schedule available we are approximately 70% there.

Future direction

Team recommendation, Steering Committee review and approval

- Installment plan will start with fall quarter. Prior quarter's balance will not be included.
- Students will have to pay prior balance before enrolling into installment plan; add message to landing page to tell students about this.
- Students who owe will be placed on hold and won't be able to register, both colleges agree this is standard practice, and will be in place before installment go live.
- Can block students with prior balance from installment plan.
- If we need to drop student at the time of payment, Touchnet will need to modify their payment landing page for us to do it. A quote of customization of this has been put to ToucNet in case we need it.
- Installment plan for International Students – charge \$25 plus 1/3 for down payment or \$25 only for down payment.