Campus Systems Users Group (CSUG) – July 9, 2013 Meeting Notes

Members Present: Julia Chan, Constance Chambers, Loren Edwards, Kathy Elkins, Toni Haley, Katrina Hermoso, Gilbert Hernandez, Michael Kelley, Delores Lee, Gary Lo, Natalie Lockhart, Chris Manriquez, Robert Masuda, George McCalmon, Timothy Mozia, Yvette Nava, Helen Remigio, Gentry Robertson, Ormond Rucker, Martin Simpson, Lisa Stallworth, Shelby Stueve, Michelle Taylor, Brian Thiele, George Toy and Frances Twillie

The meeting was chaired by Brandy McLelland, Director of Student Information Services and Registrar

System Updates

Admissions – Michelle Taylor
- July 15th is the final document deadline; must be postmarked by this date
- Any documents received by mail or in person will be considered late
- Documents received are entered into the system within 24 business hours
- Can appeal with supporting documents

Advising – Loren Edwards
- Met with 1st year students on the disqualification process
- Transfer population has increased
- 175 students were academically disqualified
- Will hire 3 new advisors before month's end

Class Schedule – Yvette Nava
- Fall 2013 complete
- Currently building Spring 2014

Course Catalog – Yvette Nava
- CPS split
- College of Education (COE) = code 50 PS
- College of Health, Human Services and Nursing = code 17 in PS

Continuing Education (CEE) – Timothy Mozia
- 1st summer session ends on July 12th
- 2nd summer session starts on July 13th
- Grades are due 72 hours after session ends

EOP – Karina Hermosa
- EOP Summer Bridge started on July 1st and will end on August 8th
- 700 students, including ETE in attendance
- NSO for students will be on July 19th
- Hired a new EOP Advisor by the name of Adrian

Financial Aid – Delores Lee
- Processed all student awards
- "Save" for Fall has been posted in the system

Human Resources – Gilbert Hernandez
- Working on data with CHRS and CO
- Will work with departments to verify employees and clean up the system

NSO – Brandy McLelland
- Transfer on July 11th
- EOP students on July 19th
- A few scheduled for August

Student Financials – Brian Thiele
- Disenrollment will take place next Wednesday

Student Records – Brandy McLelland
- Records is processing the academically disqualified students
- Will wait until after August 15th grades to disenroll academically and remediation disqualified students

Transfer Credit/Advising – Brandy McLelland
- Making curriculum changes
- Building new rules
- Updated 15 schools and in the process of expanding schools

Technical – Michael Kelley
- Working on Dashboard Reports
- Working on redesigning and updating the portal
- Will be sending screen shots to departments to clean up their documents
- Will schedule iTOROS mobile demo to students and gather feedback

Presentation: Student Financial Services (SFS) by Brian Thiele
- **Student service oriented department responsible for:**
  - The timely and effective posting of payments to student accounts
  - The adjustment and proper accounting of errors made on student accounts
  - The management of student receivables to minimize student debt and provide effective collection
  - The accurate processing of Financial Aid refunds to student accounts
  - The timely refunding of credit balances
- **Specific units within the department organized to meet the service needs of our students:**
  - Cashiers' Office
  - Customer Service and Collections
  - Student Accounting and Refunds

- **Financial Service Indicators identify student accounts with outstanding due balances.**
  - FH – Financial Hold – overnight placement for any account with an outstanding balance of a specified amount. Student will not be able to register for classes until the past due balance is paid.
  - SR – Financial Hold – overnight placement for any account with an outstanding balance of a specified amount. Student can register for classes but cannot use other University services until the past due balance is paid.
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  - AR – Accounts Receivable Financial Hold – used when the outstanding balance is less than a specified amount to restrict enrollment, such as emergency loans
- **Touchnet Cashiering System**
  - Receive, reconcile and process payments to student accounts
  - Link to ToroPay for student on-line payments
  - Establish installment payment plans for students, which are only available for students during the class registration period for each term
  - Marketplace 'stores' established to allow students and others to register for specific "products" not available through the student account

Presentation: Division of Information Technology (IT) by Chris Manriquez
- University computer roll-out

Next meeting: Tuesday, August 13, 2013 at 10:30am in the LSU