

Pay To Play



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Topics for Discussion



- Overall Goals
- History
- DREG Attempt 1 - What Went Wrong
- DREG Attempt 2 - What Went Right
- Nelnet Payment Plan Option
- Next Steps
- Questions, Suggestions and Discussion



Overall Goals

- Minimize impact to students while maximizing payments
 - Reduce receivable balance
 - Utilize existing staffing levels
 - Reduce cost of communication



Overall Goals



- Minimize impact to students
 - ❑ (SLO) Student learning outcomes
 - ❑ Student Learning impacts
 - ❑ Undo hardship for under represented
 - Financial Aid
 - Students that don't have credit cards
 - ❑ Enrollment standpoint
 - ❑ Economic standpoint

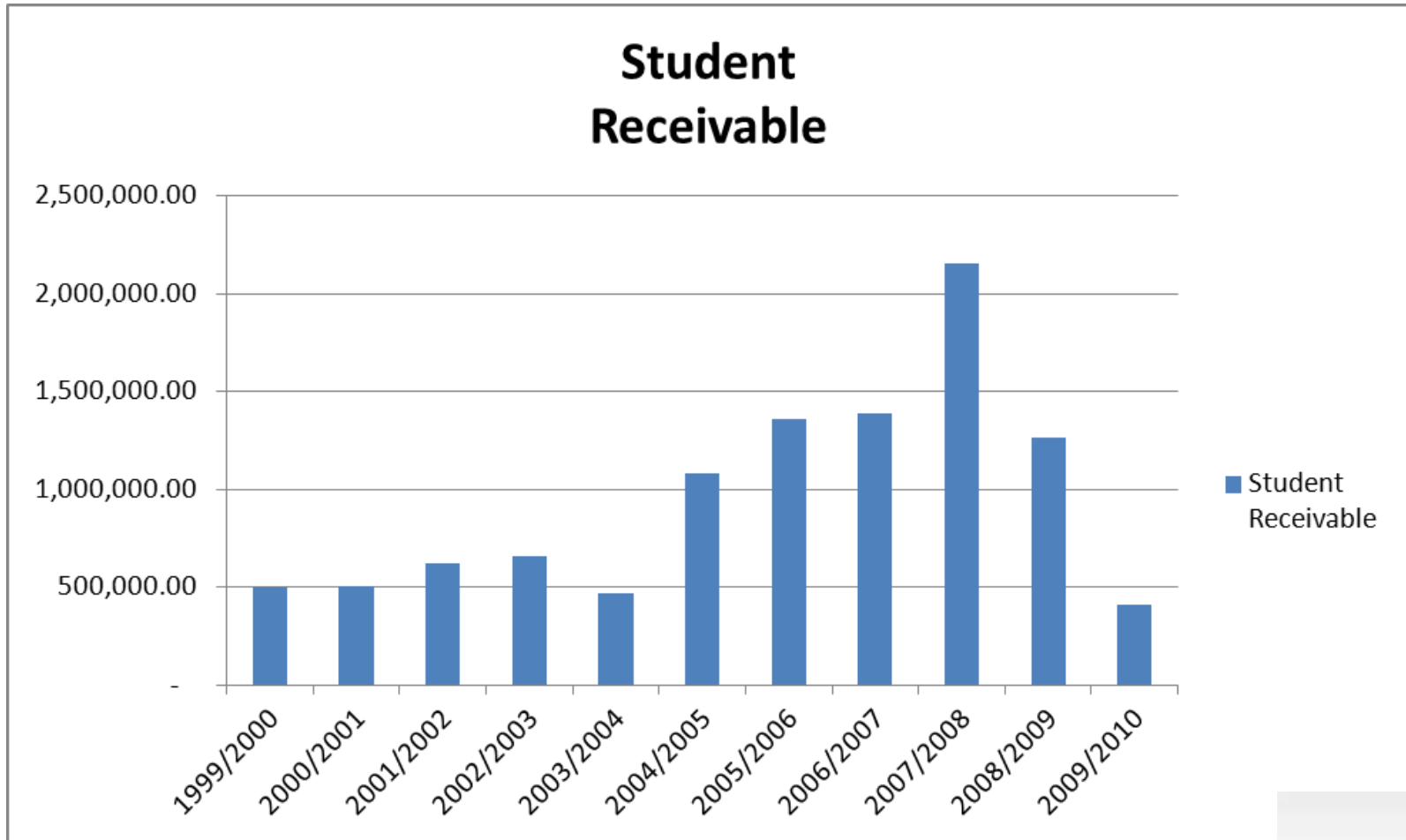


Overall Goals

- Reduce receivable balance
 - Clean up of old receivables
 - slow the increases by term
 - Understanding of all of the components
 - Sponsors that were not paying Dept Rehab
 - Students that did not receive Financial Aid
 - Turn over in student populations
 - Bugs in the software
 - Impact of course set ups



Overall Goals



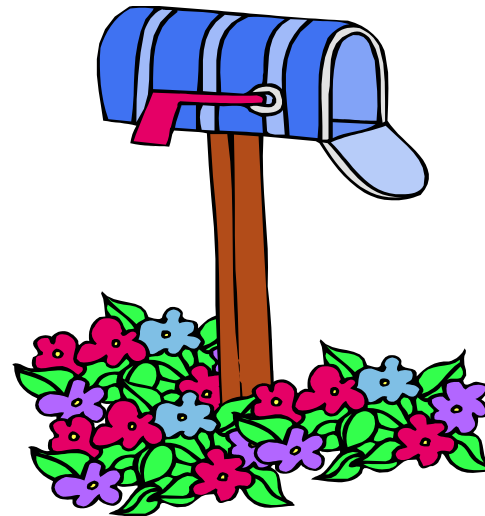
Overall Goals

- Utilize existing staffing levels
 - Increase the efficiency of software
 - Make use of all of the bells and whistles
 - Bring in outside vendors to augment
 - Work as a team to promote bells and whistles in other divisions



Overall Goals

- Reduce cost of communication
 - ❑ Not enough staff to send out invoices
 - ❑ Reduce postage costs
 - ❑ Sustainability



History

- Stabilized receivable system
- Utilized E-Mail communication
- ARHOLD
- DREG – 1st attempt We were in the right place but it must have been the wrong song
- Letters, Collections and Fees
- DREG #2, Payment Plan and Waitlist
- COTOP



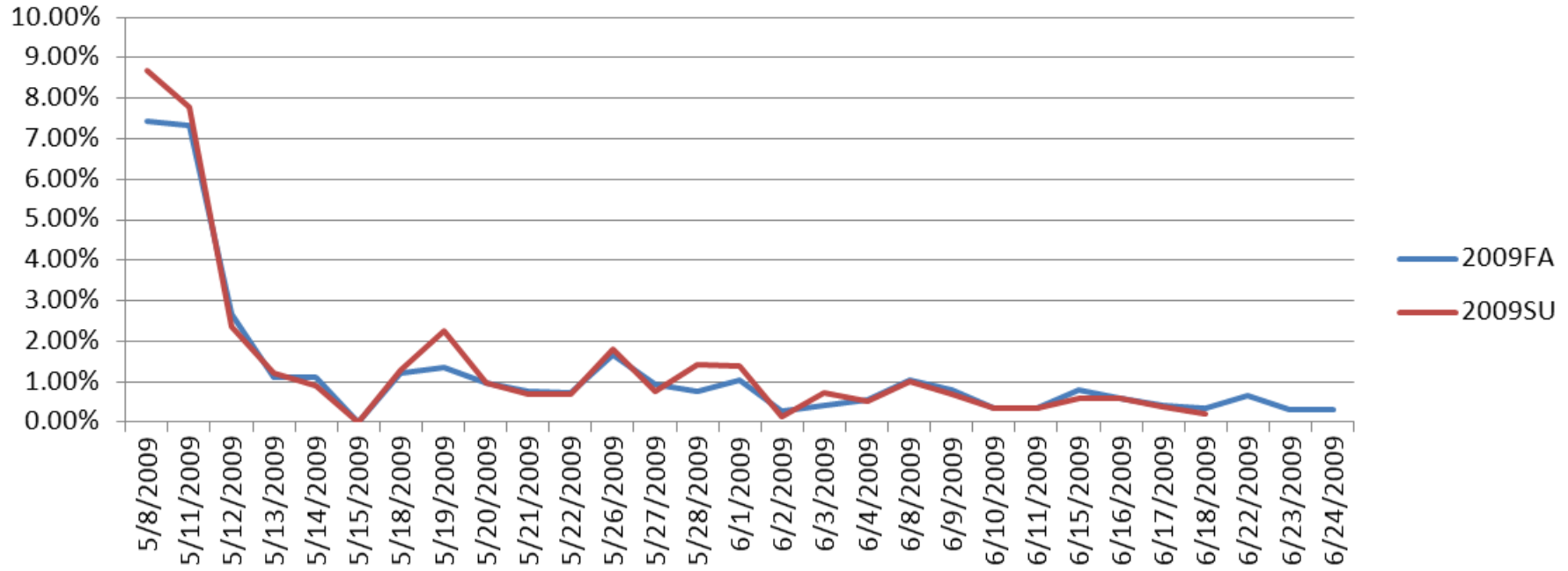
DREG Attempt 1 – What Went Wrong

- Focus on reducing AR balance
 - Not a holistic approach
 - Heavy resistance
- Economic Downturn
 - Decline
 - Commuter students
- No waitlist process
- AR Hold was enough
- Fear we would lose students forever



Daily Monitoring - Deregistration

Percentage of DREG Students By Date



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DREG Attempt 2 – What Went Right

- Stabilized receivable system
- Utilized E-Mail communication
- ARHOLD
- DREG – 1st attempt – What we have here is a failure to communicate
- Letters, Collections and Fees
 - Only minimal success
- DREG #2, Payment Plan and Waitlist
- COTOP



Registration Confirmation Email

- I didn't see that page!

Extra line breaks in this message were removed.

From: admissions@ohlone.edu
To: Nathan Brown
Cc:
Subject: Ohlone Registration Activity

Sent: Mon 6/8/2009 2:01 PM

Dear Nathaniel,

This is a confirmation of your most recent WebAdvisor activity. This activity may include registration for courses, withdrawals from courses, or waitlist activity. You may review your current schedule and account balance on WebAdvisor, <https://webadvisor.ohlone.edu>.

Payment is due at the time of registration activity. This does not include any courses for which you are waitlisted. If you have been registered from a waitlisted course, you will receive an additional email message.

You have 7 calendar days from the time of your most recent registration activity to complete your tuition and fee payment arrangements. You may complete this by logging into WebAdvisor and selecting the "Pay On My Account" option from the student menu. If you fail to complete this within 7 calendar days you will be dropped from your classes for non-payment. For a listing of student programs that will not be dropped due to our non-payment policy please view our frequently asked questions by visiting <http://www.ohlone.edu/org/studentrec/faqnonpayment.html>.

When you choose a payment arrangement make sure that you have dropped any classes you do not plan to attend as you will be held financially responsible.

Ohlone College
"A World of Cultures United in Learning"
Phone Number: (510) 659-6100
Email: admissions@ohlone.edu
Website: <http://www.ohlone.edu/org/admissions/>

Address:
43600 Mission Blvd.



NELNET Payment Plan

- Third Party Solution
- Cost For Participation:
 - \$20 per term for Payment Plan (Student Pays)
 - \$1 for Payment In Full through Checking/Savings (School Pays)
- Process immediately flags students account for DREG exemption



NELNET Payment Plan

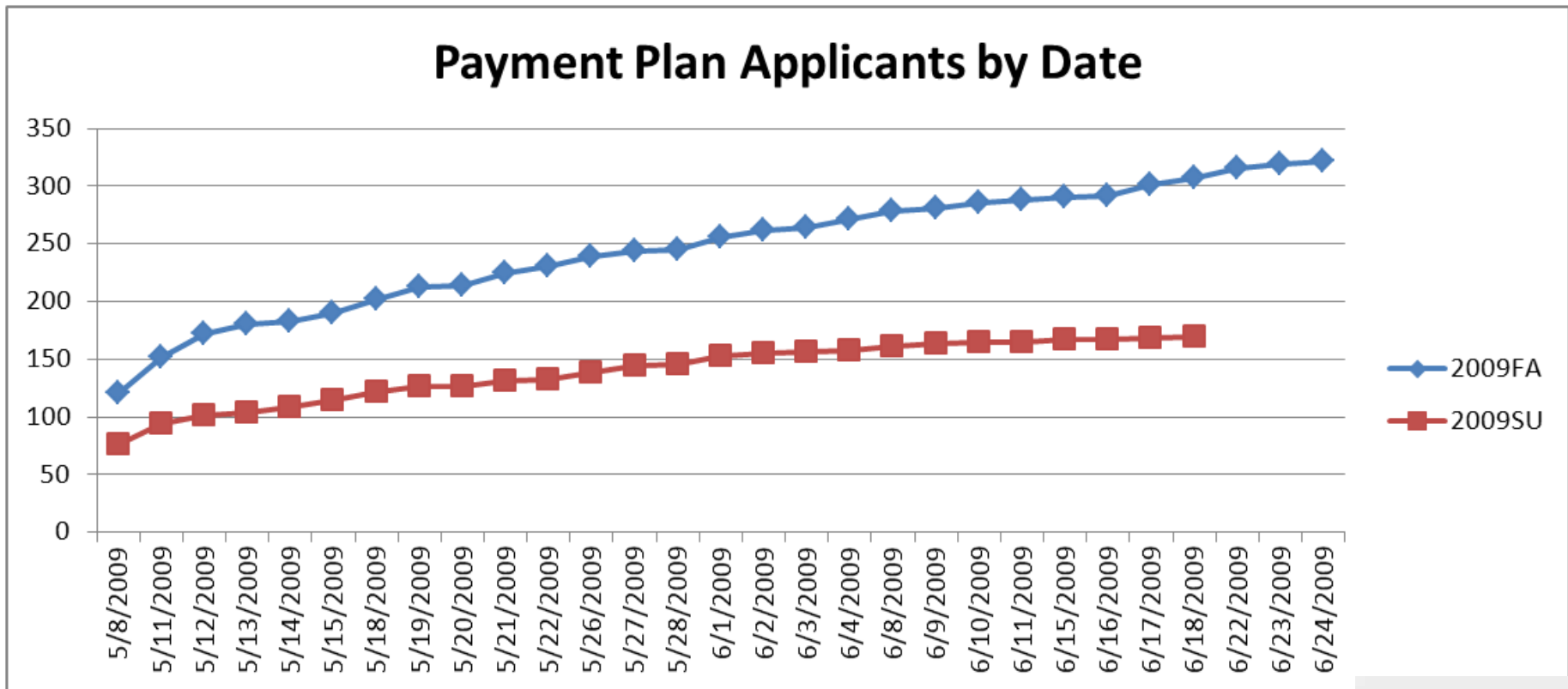
■ Payment Plan

- ❑ One sign up per term
- ❑ Payer selects from available payment schedules
- ❑ Payer provides bank account or credit/debit card
- ❑ Real Time Flag on Student Record so not dropped
- ❑ Balance adjustments uploaded and payments can be increased or decreased during term
- ❑ Notifications by NBS for changes and payment reminders

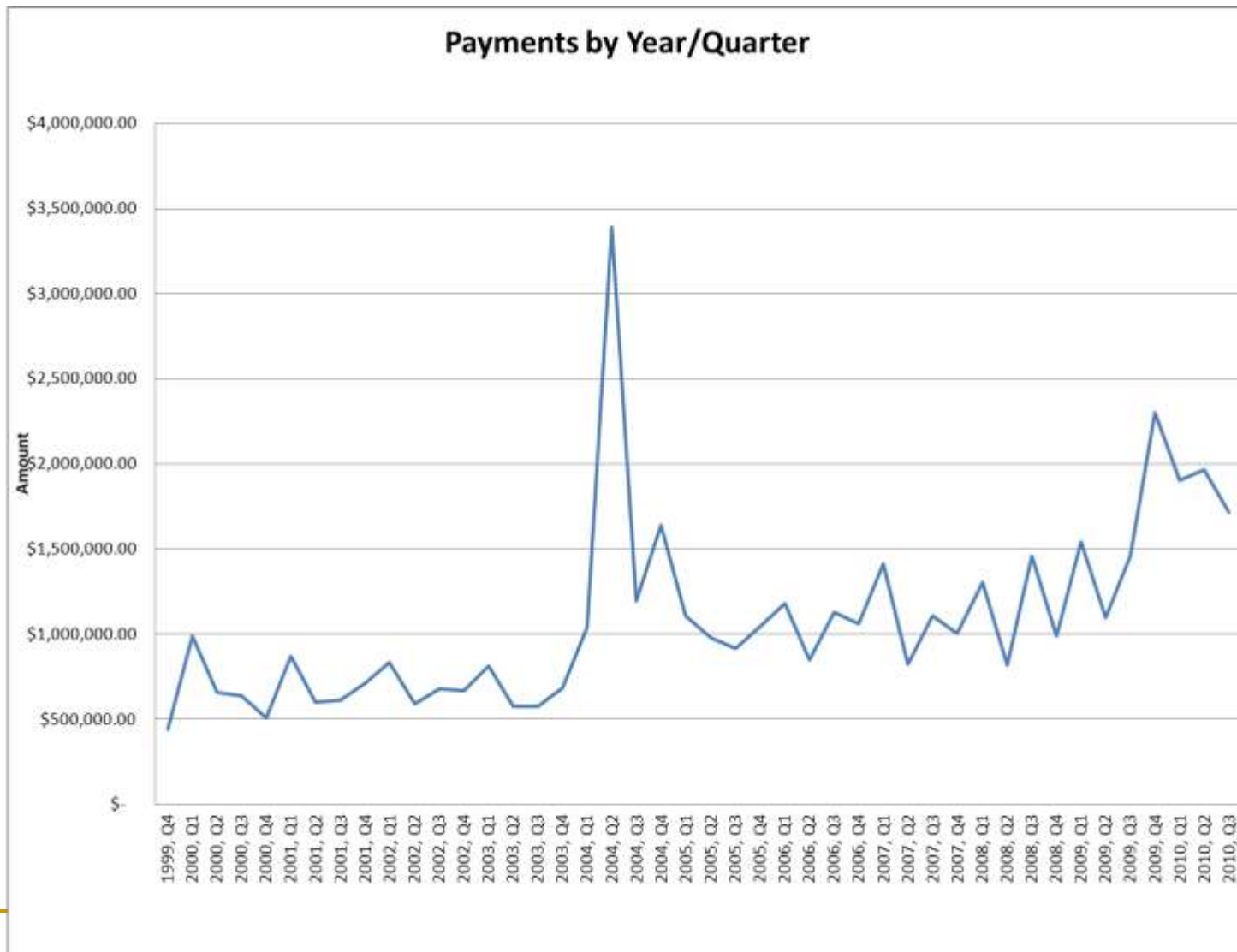


Daily Monitoring – Payment Plans

Payment Plan Applicants by Date



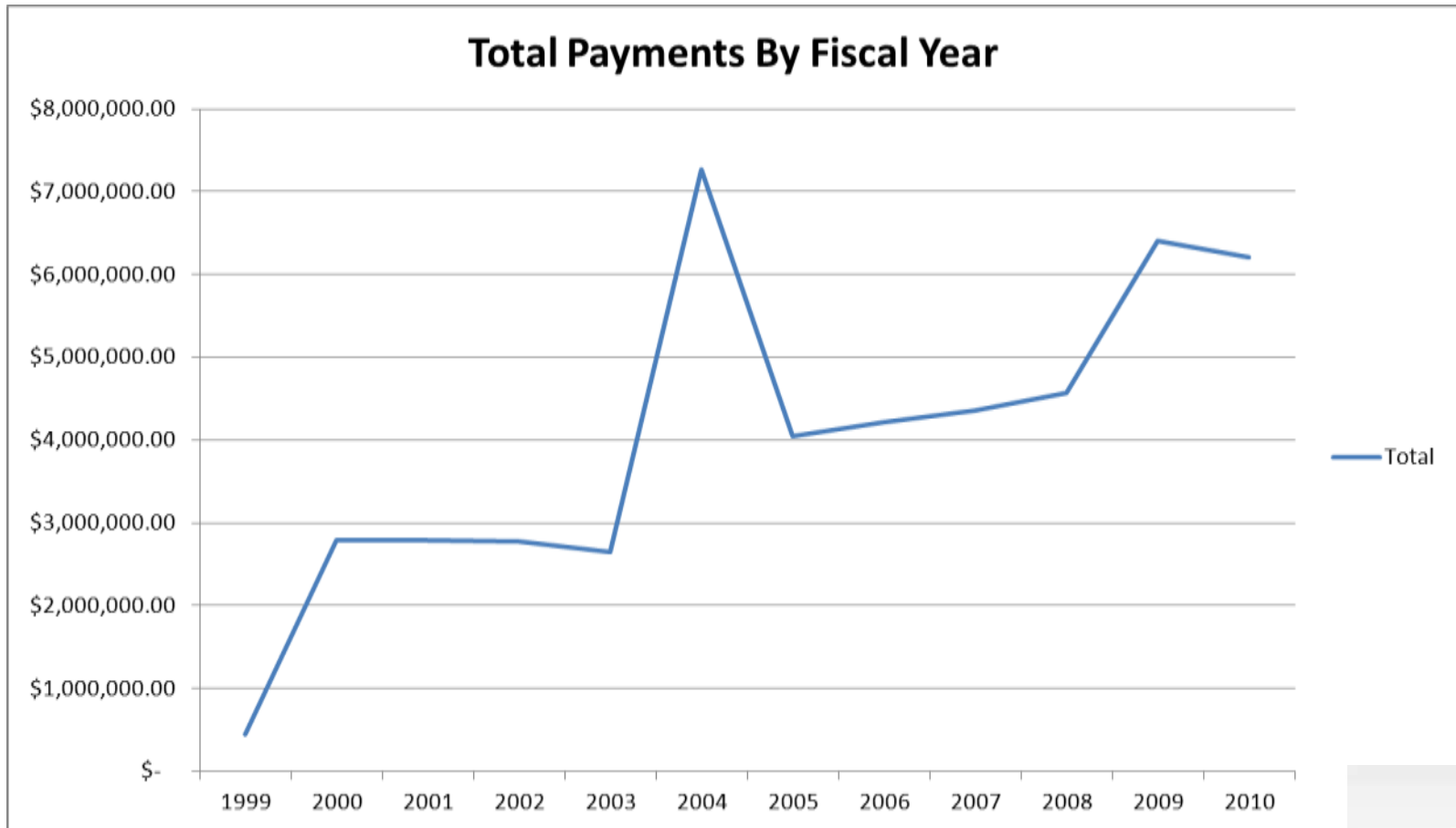
Results...



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And More Results...



NELNET Payment Plan

- Credit/Debit Cards account for 65% of all payment plans
 - \$4,000 savings in CC processing fees per term
- 2010 Spring
 - \$212,500 in payment plans
 - 463 payment plans – 15.75% increase since previous term
- 99.6% collection success



Next steps

- Success - term receivables down to \$17K
 - What is this made up of
 - Financial aid students that did not receive an award
 - Students that registered with 5 days of the start of term
 - Legal opinion 04-14
 - How do we plug these holes

- Is email the most efficient way to contact students?



NELNET Pending Aid Plan

- Financial Aid Payment Plan
 - An option for students who apply late for Aid
 - Students provide bank account or credit/debit card
 - Select payment schedule when registering which starts at future date
 - Await aid resolution
 - If posted and owe 0, no payment plan enrollment fee assessed and no automatic payments
 - If posted and still owe a balance, NBS begins to process payments on the shortfall and assesses enrollment fee with first payment
 - Eliminates your Chase AND allows students to return in new term with ZERO BALANCE



Questions, Suggestions and Discussion

- Let them begin!



Thank You

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