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Unit Review Leader: Cheryl Coe
Unit Name: Student Accounts

1.

What improvements have been planned/implemented:

Cashier redesign (see SSR.CASHIER.DEPT.RECOMMENDATION)

2.
How did you decide that these improvements would benefit your unit or what weakness is
the unit trying to improve:

Overall efficiency with payment processing and payment solutions will require a redesign of the
Cashier department.

3.
Measures: what measures are going to be used to determine if the improvements were
successful.

Number of campus payment transactions.
Number of student parking permits paid online through Marketplace.
Number of petty cash, mileage, and A/P checks administered through the Cashier's office.

3a. Baseline data: the data used to determine improvements were needed

Data on current number of payment plans generated at campus cashier's office.
Assessment of parking permits paid at cashier's office.
Information on the number of petty cash, mileage, and A/P checks administered through the
Cashier's office.

3b. Target goals: the data that shows your improvements have achieved your goals

Decrease the number of payment plans generated at campus cashier's office each fiscal year
by 20% until 90-100% goal is achieved.
Reduce the amount of time required to process the payment portion of student parking permit
transactions.
Reduce the amount of cycle-time required to coordinate reimbursement payments.

3c. Current data: where you are currently in reaching your target

Some process improvements have been implemented, others are still in the planning stages
(see SSR.CASHIER.DEPT.RECOMMENDATION)

Narrative:

The campus cashier office is the on-site connection to the business office for students, staff, and faculty, and demands of a student payment system continues to increase.

Such growth requires the department to improve cashier office efficiencies by continuous job training and process improvement, specifically with the integration of technology.

In order to prepare for the future but also remain committed to the cashier office mission, the cashier office has proposed the following changes:

Implement efficiencies while maintaining the high level service to students, staff and faculty already achieved.

Develop processes which facilitate students completing their transactions online.

Provide students access to a computer at the cashier office.

Reduce staff through attrition or reassignment.

Reduce travel expenses.

Reduce supplies expense.