

## Boston University SIS Vendor Demonstration Agenda – Student Accounts

Topic	Time	Target Audience
<ol style="list-style-type: none"> <li>1. Setup / Configuration</li> <li>2. Reviewing the Student Bill / Account</li> <li>3. Applying Holds and Late Fees</li> <li>4. Making Payments</li> <li>5. Financial Aid &amp; the Student Account</li> <li>6. Managing Refunds</li> <li>7. Managing Delinquent Accounts &amp; Collections</li> <li>8. Student Accounts Reporting</li> <li>9. Institutional Research &amp; Budgeting</li> </ol> <p><b>Note: For each script, display the steps in both a browser and via mobile device.</b></p>	90 Minutes	Student Accounts Office

### Script 1 – Student Accounts: Set Up / Configuration

Script Steps	
Step	Action
01	<p>On a fairly regular basis the Student Accounts Office must setup and configure different charges and payments. Please demonstrate the items below. Please note that different areas of Boston University may have requirements to set these up differently for their respective areas.</p> <ol style="list-style-type: none"> <li>1. Setting up new charge types &amp; charges</li> <li>2. Setting up different billing cycles</li> <li>3. Configuring the student bill / account</li> <li>4. Setting up notifications and alerts               <ol style="list-style-type: none"> <li>a. Student Accounts Office – overdue accounts</li> <li>b. Students – payment reminders</li> </ol> </li> </ol>
02	<p>One of our students, June, is enrolled in courses at MET College. Since she is taking non-traditional courses, her tuition is billed on a different schedule compared to Johnny, a traditional student at the College of Arts &amp; Sciences. June and Johnny have different payment due dates. Demonstrate the following:</p> <ol style="list-style-type: none"> <li>1. Ability to setup tuition and fees to be automatically charged for multiple concurrent academic periods of varying durations / lengths.</li> <li>2. Ability to setup tuition for both traditional and non-traditional courses to be billed</li> <li>3. Ability to setup multiple payment due dates occurring in the same billing cycle based on specific programs within the Schools and Colleges</li> </ol>
<b>Time Allotted</b>	10 minutes



## Script 2 – Student Accounts: Reviewing the Student Bill / Account

Script Steps	
Step	Action
01	<p>A potential full-time student is inquiring about estimated charges if he begins classes in the Spring 18 semester.</p> <ol style="list-style-type: none"> <li>1. Demonstrate the ability to present an estimated bill for a:               <ol style="list-style-type: none"> <li>a. Semester</li> <li>b. Full academic year</li> </ol> </li> <li>2. Present the estimated student bill including:               <ol style="list-style-type: none"> <li>a. Tuition and fees based on enrollment status</li> <li>b. Residence and dining charges based on enrollment status</li> </ol> </li> </ol>
02	<p>Johnny wants to grant access to his student account to his parents so that they can monitor expenses and payments as well. Demonstrate the following:</p> <ol style="list-style-type: none"> <li>1. Granting access to parents so that they can view student account</li> <li>2. Parent's logging in and viewing and / or taking actions on student account</li> <li>3. Viewable history of which individual who has access to take action on the account – performed specific actions or transactions</li> <li>4. View a student account on an "as of date"</li> <li>5. Student's view of the account on an "as of date"</li> </ol>
03	<p>Johnny needs a printed copy of his bill. Demonstrate the following items:</p> <ol style="list-style-type: none"> <li>1. Ability for the student to print his bill in different formats</li> <li>2. Ability to generate e-billing notifications for a specified group of students</li> <li>3. Ability to print paper bills for one student, or for a group of students in batch.</li> <li>4. Ability to add text and or custom due dates to printed paper bills.</li> <li>5. Display audit trail of e-billing notifications and paper bills that have been generated.</li> </ol>
04	<p>Boston University students have a number of different charges that need to be displayed on their student account / bill. Please demonstrate the following items that would be displayed on the student account / bill.</p> <ol style="list-style-type: none"> <li>1. Tuition</li> <li>2. Mandatory Fees</li> <li>3. Lab Fees</li> <li>4. Housing Fees</li> <li>5. Medical Insurance</li> <li>6. Waivers - Medical Insurance and Sports Pass</li> <li>7. Dining / Convenience Points</li> <li>8. Miscellaneous fees (library fines, student health charges, etc.)</li> </ol>
05	<p>The student changes their enrollment: drops to part-time, adds courses, withdraws, etc.</p>

	1. Demonstrate how a student's enrollment change will be reflected on the bill (adjustments to charges).
<b>Time Allotted</b>	10 minutes

### Script 3 – Applying Holds & Late Fees

Script Steps	
Step	Action
01	<p>Our student, Johnny, has not paid an outstanding balance and Student Accounts places a hold to restrict him from registering. He is assessed a late fee. After contacting the student, the debt is paid and the hold is removed. Demonstrate the following items:</p> <ol style="list-style-type: none"> <li>1. Place a hold on the account</li> <li>2. Identify an account with a hold</li> <li>3. Notify the student that a hold has been placed</li> <li>4. Removal of the hold</li> <li>5. How the addition/removal of a hold integrates with other student functions (registration, financial aid)</li> <li>6. Automatically assess late fees (batch and real time)</li> <li>7. How late fees are presented on the student bill</li> <li>8. Recording of notes / comments/ audit trail on account transactions</li> <li>9. Perform steps 1-7 for a group / batch of students at one time</li> </ol>
02	<p>Because the hold is lifted from Johnny's account, he registers for Spring 18 courses. He is billed a combination of full-time tuition for 5 courses, lab fees, course fees, and a non-tuition item, mandatory health insurance, for the Spring 18 semester. Demonstrate the following items:</p> <ol style="list-style-type: none"> <li>1. Present tuition, fees, and non-tuition items. <ol style="list-style-type: none"> <li>a. Present these items on the: <ol style="list-style-type: none"> <li>i. Student bill (student view)</li> <li>ii. Student account (University view)</li> </ol> </li> <li>b. Inclusion of a description of each of the charges on the student bill and student account</li> <li>c. To have a date/time stamp associated with each transaction on the student bill and student account</li> <li>d. To segment lab fees, course fees, tuition, and other charges on the student bill by semester</li> <li>e. Identification of specific classes associated with tuition charges on the student's bill</li> <li>f. Display multiple semesters on the student bill that include the above items</li> </ol> </li> </ol>
<b>Time Allotted</b>	10 minutes

## Script 4 – Making Payments

Script Steps	
Step	Action
01	<p>A full-time student’s employer is paying the student’s tuition. The employer completes Third Party Agreement with the University.</p> <ol style="list-style-type: none"> <li>1. Demonstrate the set-up of third party coverage.</li> <li>2. Demonstrate the ability to invoice third party entities, such as an employer, for a student's charge.</li> <li>3. Demonstrate the ability to record the expected third party payment amount to validate how the student charges will be paid.</li> <li>4. Demonstrate posting third party payment to student’s account, and removal of memo item for expected payment.</li> <li>5. Demonstrate the ability to set up unique identifiers for certain types of payments – military scholarships for example</li> <li>6. Demonstrate the ability to designate some third party payments as financial aid when applied to the student’s account as a payment</li> </ol>
02	<p>The University sent the employer an invoice however a payment has not been received yet.</p> <ol style="list-style-type: none"> <li>1. Demonstrate the ability to track third party payments made to the University.</li> <li>2. Demonstrate the ability to identify aging of third party billing.</li> <li>3. Display an AR ledger of all outstanding accounts with aging statistics for 30, 60, 90, and 120 days based on specific types of groups being billed.</li> </ol>
03	<p>A student/authorized payer wants to make a payment to a student account.</p> <ol style="list-style-type: none"> <li>1. Demonstrate integration with third party payment vendor (Nelnet) based on established payment option eligibility.</li> </ol>
04	<p>A student has requested and is approved to be on a University payment plan.</p> <ol style="list-style-type: none"> <li>1. Demonstrate integration with third party payment plan vendor (Nelnet) based on established payment plan eligibility.</li> </ol>
<b>Time Allotted</b>	10 minutes

## Script 5 – Financial Aid & the Student Account

Script Steps	
Step	Action
01	<p>A student was charged Spring 18 tuition and fees and is a recipient of financial aid. Demonstrate the following items:</p> <ol style="list-style-type: none"> <li>1. Automated posting of Financial Aid awards to the student account</li> <li>2. Viewing pending financial aid awards on student account</li> <li>3. Viewing disbursed financial aid awards on the student account</li> <li>4. Adjustments to financial aid resulting from a student’s enrollment change.</li> </ol>
<b>Time Allotted</b>	5 minutes

## Script 6 – Student Accounts: Managing Refunds

<b>Script Steps</b>	
<b>Step</b>	<b>Action</b>
01	<p>June received a Federal Pell Grant, Direct Loans, Parent PLUS loan, and a Scholarship for the Spring 18 semester. She called Student Accounts and confirmed that the aid has paid on her account, resulting in a credit of excess funds. Demonstrate the following items:</p> <ol style="list-style-type: none"> <li>1. Ability for Student Accounts to notify students of a credit / excess funds on their account.</li> <li>2. How this information is presented to the student and staff in real time</li> <li>3. Ability for a student to request a refund online from the University that integrates with Nelnet Student Choice Refunds.</li> <li>4. Ability for Student Accounts to review, approve and schedule the disbursement of any credit balance on the student account electronically or by paper check (on demand and batch). Some checks must be co-payable.</li> <li>5. Ability to automatically schedule the return of Title IV funds to a student and/or parent borrower.</li> </ol>
02	<p>Johnny received Direct Unsubsidized Loans as well as a Parent PLUS loan for the Spring 18 semester. He elected to retain any credit on his account until the end of the semester by completing a Federal Financial Aid Credit Authorization. Demonstrate the following items:</p> <ol style="list-style-type: none"> <li>1. Ability for Student Accounts to easily identify those accounts with the Federal Financial Aid Credit Authorization on file.</li> <li>2. Ability to automatically hold excess funds for these accounts until the end of loan period and then refund as required by federal regulations.</li> </ol>
<b>Time Allotted</b>	10 minutes

## Script 7 – Student Accounts: Managing Delinquent Account and Collections

Script Steps	
Step	Action
01	<p>A student withdrew from the Fall 17 semester. The student has an account balance of \$2,000 after the withdrawal and is in a Delinquent status. After attempting to collect on the debt for 6 months, the University sends the student to collections for non-payment. The student is now in a Collections status. Demonstrate the following items:</p> <ol style="list-style-type: none"> <li>1. Ability to configure statuses for accounts and the associated criteria for each status.</li> <li>2. Ability to report on aging of accounts               <ol style="list-style-type: none"> <li>a. Display an AR ledger of all outstanding accounts with aging statistics for 30, 60, 90, and 120 days</li> <li>b. Demonstrate the ability to use the report to prioritize engagement with outstanding accounts</li> </ol> </li> <li>3. Ability to mark an individual and batch of accounts with a status and to assess applicable collection costs</li> <li>4. Ability to notify an individual student and a batch of students of:               <ol style="list-style-type: none"> <li>a. An overdue account, charges and collection costs</li> <li>b. A change in student account status along with a clear description</li> </ol> </li> </ol>
<b>Time allotted</b>	10 minutes

## Script 8 – Student Accounts: Reporting

Script Steps	
Step	Action
01	Demonstrate the ability to easily compile data for 1098T reporting.
02	Demonstrate the ability to identify specific types of payments (i.e., Chapter 33) and reconcile payments for audit purposes.
03	Demonstrate the ability to identify and report on students that were assessed a specific type of charge or fee (External Program Fee) in a given time period.
04	Demonstrate the ability to identify all students that have a certain type of charge by school / program or other academic area
05	Demonstrate the ability to summarize charges by specific charge type
06	Demonstrate the ability to sort and/or filter transactions within the system
07	Demonstrate the ability to download transactions into MS Excel
08	Demonstrate the ability to report per month and year end, including aging of debit and credit balances
09	Demonstrate how student financial transactions are reported to SAP

<b>Time Allotted</b>	10 minutes
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## Script 9 – Institutional Research & Budgeting

<b>Script Steps</b>	
<b>Step</b>	<b>Action</b>
01	<p>Institutional Research is beginning the review and establishment of Fee Rates for the upcoming award year. Internal data including prior years' rates, as well as external data, including 3rd Party Application Fees, are needed in order to establish fee rates. The formulas used during this process are iterative and any unwarranted adjustment can cause miscalculations. Additionally, communication between various departments including IR, Finance, Registrar, and Financial Aid is essential during this process. Once the Fee Rate is approved, the rates are published on the IR website.</p> <ol style="list-style-type: none"> <li>1. Demonstrate the ability to communicate between departments</li> <li>2. Demonstrate the ability to lock a formula and provide an audit trail</li> <li>3. Demonstrate the ability to restrict editing of formula to specified users</li> <li>4. Demonstrate the ability to capture all fees billed at all Schools and Colleges</li> <li>5. Demonstrate the functionality to automate collection of internal and external data</li> <li>6. Demonstrate the ability to perform user defined / ad hoc reporting and analysis: identify data and manipulate to meet specific needs</li> </ol>
02	<p>At the end of the fiscal year, Institutional Research begins preparing for Cost Studies by analyzing mainframe data including credit hours and financial aid information, as well as non-mainframe data: Budget information, Expense data, fringe benefits, Grant/Contract data, non-tuition revenue, space costs, and tuition revenue. Part of the expense data needed includes endowments.</p> <ol style="list-style-type: none"> <li>1. Demonstrate the ability to prepare cost studies</li> <li>2. Demonstrate the ability to identify the difference between booked tuition and earned tuition (hours taught minus aid) at the student level</li> <li>3. Demonstrate the ability to calculate and extract booked vs. earned tuition</li> </ol>
03	<p>The Office of the Budget prepares projections of tuition income by school college. Demonstrate the ability to segment the student population by continuing versus new students; by online versus on campus, by full versus part time status. Allow the ability to calculate FTE based on University rules. Identify special PhD populations that may not generate income (all but dissertation certified as full-time students).</p>
04	<p>The Office of the Budget prepares earned tuition income by department and allocates cost by credit hours taught. Demonstrate the ability to assign a cost center to a course section in order to calculate tuition by department and FTE students taught by department.</p>
05	<p>Ability to easily extract data from the system for merging with other data sources for financial and statistical analysis.</p>
<b>Time Allotted</b>	15 minutes