

2005-2006 :: Bursar

1. Mission Statement:

The mission of the Bursar department of the Office of Associate Vice President for Finance and Controller is to support the mission of the University by safeguarding its financial resources and providing excellent customer service to students, parents, faculty, staff, campus departments and external organizations while maintaining an environment that values people and fosters respect. The main responsibilities of the Bursar department are assessing, billing, collecting, recording, and depositing of cash due to the university.

2. Objectives:

2.1 Provide enhanced services to students.:

Enhance services to students through the utilization of a student satisfaction survey.

2.1.1 Standards and Associations:

Director is a member of the board of The Texas Bursar's and University Cashiers organization.

2.2 Increase cash available for investments: Continue to improve the collections process and make it more efficient.

2.2.1 Related Institutional Priority Item(s): SP-8 Reduce Costs

2.3 Reconcile SIS to FRS:

Perform monthly reconciliations between the Student Information System student receivables and the general ledger of the Financial Records System to insure the two systems tie to each other.

2.3.1 Related Institutional Priority Item(s): SP-8 Reduce Costs

3. Measures & Findings:

3.1 Bursar customer satisfaction survey.:

Survey students to assess their average satisfaction with the Bursar services.

3.1.1 Success Criteria: The goal is to have a minimum response rate of 20% of the total enrollment of the semester.

3.1.2 Related Objective(s): Provide enhanced services to students.

3.1.3 Results Related To Success Criteria: We have less than 20% at the current time because we did not make the survey form available until September.

3.1.4 Achievement Level: Not Met

3.1.5 Further Action: Yes

3.2 Increase cash available for investments:

Monitor the percentage of student defaulted accounts in relation to total enrollment.

3.2.1 Success Criteria:

The number of student defaulted accounts should be less than 10% of our total student enrollment.

3.2.2 Related Objective(s): Increase cash available for investments

3.2.3 Results Related To Success Criteria: The number of student defaulted accounts for fiscal year 2006 was 12.08% of total enrollment. We reduced the percentage of defaulted accounts by 1.29%, compared to FY05.

3.2.4 Achievement Level: Partially Met

3.2.5 Further Action: Yes

3.3 Increase cash available for investments:

Monitor the percentage of student defaulted accounts receivable in relation to total revenue for the fiscal year.

3.3.1 Success Criteria: The goal is to have less than 5% of our total revenues assessed for the fiscal year outstanding.

3.3.2 Related Objective(s): Increase cash available for investments

3.3.3 Results Related To Success Criteria: The total percentage of outstanding receivables for FY06 was 2.57% of total revenues assessed. This enabled UTD to have more cash available for investments.

3.3.4 Achievement Level: Met

3.3.5 Further Action: Yes

3.4 Reconcile SIS financial data to FRS.:

Reconciliation of the student accounts receivable of the Student Information System to the general ledger of the Financial Records System will be performed on a monthly basis.

3.4.1 Success Criteria:

We should not have any material unreconcilable items and the reconciliations should be completed before the close of the following month.

3.4.2 Related Objective(s): Reconcile SIS to FRS

3.4.3 Results Related To Success Criteria: As of the end of August 2006, the reconciliations were all performed by the end of the following month. Also by the end of August 2006, we did not have any material unreconciliaton differences to report.

3.4.4 Achievement Level: Met

3.4.5 Further Action: No

5. Closing the Loop:

5.1 Evaluate completed survey forms.:

Evaluate the completed survey forms on customer satisfaction to obtain feedback on what improvements will be needed to improve customer satisfaction.

5.1.1 Related Objective(s): Provide enhanced services to students.

5.1.2 Related Measure(s): Bursar customer satisfaction survey.

5.1.3 Responsible Person: Bursar Office

5.1.4 Target Date: December 2006

5.1.5 Priority: Low Priority

5.2 Send delinquent accounts to Collections:

Students with delinquent accounts who have not made payment arrangements with the Bursar Office need to be sent to outside collections no later than the end of the semester in which their account became delinquent.

5.2.1 Related Objective(s): Increase cash available for investments

5.2.2 Related Measure(s): Increase cash available for investments; Increase cash available for investments

5.2.3 Responsible Person: Kevin Dillin

5.2.4 Target Date: December 2006

5.2.5 Priority: High Priority

5.3 Improve monthly reconciliation between SIS & FRS: Continue to improve the monthly reconciliations between SIS financials and the FRS system to discover the reason for unreconcilable differences.

5.3.1 Related Objective(s): Reconcile SIS to FRS

5.3.2 Related Measure(s): Reconcile SIS financial data to FRS.

5.3.3 Responsible Person: Bursar Office

5.3.4 Target Date: August 2007

5.3.5 Priority: Low Priority

6. Analysis:

6.1 Program/Unit Strengths:

6.1.1 Objectives/Outcomes Exceeded or Met: The Bursar's Office has excelled in keeping our total amount of outstanding receivables for the fiscal year under 5% of total revenues. The monthly reconciliation between the Student System receivables and the Financial Records System receivables were completed in a timely manner and we did not have any material unreconcilable items to report.

6.2 Program / Unit Weaknesses:

6.2.1 Objectives / Outcomes Partially or Not Met: We need to continue to improve our collection policies & procedures. We did not meet our goal for the number of accounts that are outstanding in relation to the total enrollment.

7. Report:

7.1 Executive Summary:

The Office of the Bursar is committed to handling all financial transactions involving students, faculty, and staff as efficiently as possible, while providing the highest level of customer service. Therefore, the objectives identified below are critical to the mission of the Office of the Bursar.

One of the objectives of the Bursar's office is to provide enhanced services to students. As a result, in September a survey was created to receive feedback. The student satisfaction survey is through SurveyMonkey.com and it asks students to rate their experiences on a scale of Very Satisfied, Satisfied, Somewhat Satisfied, Dissatisfied, and Very Dissatisfied. The survey also asks for student's input as to how these issues might be handled better. Based on the results of the survey, one of the improvements has been to expand the number of cashier lines available to assist students. Students who expressed the most dissatisfaction and provided contact information have been informed of the changes, thus aiding in the service recovery process. The biggest challenge in the use of the survey has been the low response rate (less than the goal established by the office) because the survey has only been available since September, after fall registration.

The second objective of the Bursar's Office is to increase cash available for investments, and the best way to increase cash is to decrease the number of outstanding receivables. The Bursar's office monitors the percentage of default student accounts in two ways. First, it monitors default accounts in relation to total enrollment and then in relation to total revenue. Enrollment statistics from Dr. Redlinger's website are compared against report SRBBTRM9, which ages and lists all outstanding receivables. The default rate in fiscal year 2006 was 12.08% of total enrollment, 1.29% less than FY05.

Furthermore, the percentage of default student accounts is measured in relation to revenue. The aging and outstanding receivable report, SRBBTRM9, is compared to report FBM 095, which lists all University revenue pertaining to the Student Information system. By identifying which accounts are delinquent, the Office of the Bursar can send these accounts to collections and therefore increase cash receipts. Additionally, report FBM 094 sub code 1340, shows all outstanding loans receivables. The percentage of outstanding account receivables for FY06 is less than 3%, and the percentage of outstanding loan receivables is 1%. The total for all outstanding receivables is about 4%, less than the 5% of total revenue target.

The last objective is to continue reconciling the Student information system to the Financial Information system on a monthly basis. The reconciliations help to bring to light any problems or inaccuracies in the financial process. It is very important that all financial information be presented accurately because it is presented in the Annual Financial Report (AFR) reported to UT System, and then this information is incorporated into the State's financial statements.

7.2 Top 3 Program/Unit Accomplishments:

- Satisfaction survey
- Meeting outstanding receivables target

7.3 Research Activities or Publications: N/A

7.4 Instructional/Training Activities (presented or received):

- Orientation sessions for: freshmen and parents, international students, and transfer students- 10-15 sessions per year, class size ranges from 20-200, depending on the time of year.

7.5 Public Service:

- Office members Camille Williams and Nicole Dickson are part of the staff development committee, which facilitated a food and toy drive benefiting the Network Community Ministry.
- Cheryl is a member of the Board of Directors of the Texas Bursars & University Cashiers (BUC\$)
- Office members participated in Corporate Challenge benefiting the Texas Special Olympics.

7.6 Other External Activities: N/A

7.7 Contributions to UTD:

In order to support The University of Texas at Dallas' mission of advancing excellent educational and research programs, preparing outstanding graduates, and benefiting the lives of the citizens of Texas, the Office of the Bursar is committed to increasing the cash available for investments by decreasing our outstanding balances and reporting delinquent accounts to collection agencies. Without cash investments, it would be virtually impossible for the University to accomplish its goals.

Additionally, the Office of the Bursar is committed to improving its service to students, faculty, and staff. The feedback from the survey has provided service recovery opportunities and new ways to better serve students. The office is committed to helping students in any way possible. An example is teaching international students, who may not be familiar with writing checks, how to fill out a check or pay online via E-check.

7.8 Top 3 Program / Unit Challenges:

- Communicating effectively and efficiently with students.

