



STEERING COMMITTEE RECOMMENDATION APPROVAL REQUEST

Process: Turner Center Fee Payment

Description of Recommendation:

We are recommending that the Turner Center fee payment process be eliminated. To achieve this goal, we are proposing the following changes:

- *Eliminate the Registration Fee Invoice/Fee Payment Form.*
- *Utilize the monthly Bursar statement as the initial billing method for tuition and fees.*
- *Extend the time for priority registration to better serve students.*
- *Mail or direct deposit excess financial aid five to ten days prior to the beginning of classes.*
- *Use incentives to encourage students to sign up for direct deposit of excess financial aid.*
- *Simplify the assessment of the late registration fee.*
- *Adopt an earlier start date for the assessment of the course change fee.*

Underlying Opportunities:

We are recommending these changes for the following reasons:

- *The current tuition fee payment process is confusing. Under the current process, a student can receive three different bills during a particular month.*
- *Currently, the priority registration system is only open for two weeks. Students simply do not have ample time to select realistic schedules.*
- *Offering early distribution of excess financial aid, should encourage students to take care of business on a timely basis.*
- *Our current method of assessing the late registration fee causes unnecessary hard feelings between students, parents and the administration. In many cases, the assessment of this fee is very difficult to justify to our customers.*

Pros Supporting the Recommendation:

- *By eliminating five separate Registration Fee Invoice/Fee Payment Form mailings, the University will save money on postage, forms, and processing time.*
- *The offices impacted by the current fee payment process will not be required to relocate to the Turner Center four times a year.*
- *There will be an indirect cost benefit to the University through better utilization of the personnel currently required to set up, sustain, and dismantle a Turner Center event.*
- *More convenient for students and staff.*

- *Should encourage students to become more responsible for their actions.*
- *The changes proposed in this recommendation should promote earlier action by students and as a result help with institutional planning.*
- *Two days in the fall and two days in the spring (and also one day for each summer term) will be freed up and can be used to enhance the academic calendar, e.g., dead days before finals.*

Cons Against the Recommendation:

- *The proposed process has the potential to eliminate approximately \$320,000 in annual late registration fee income; however, this should be offset from additional revenue generated by the earlier assessment of the course change fee.*
- *Students with excess financial aid will not be able to obtain a check on demand; however, the earlier disbursement feature should offset this negative point.*
- *The assessment of a late registration fee to a student who was unable to use priority registration because the student decides, at the last minute, to attend the University. This may lead to the need for more Orientation sessions and better communication of important deadlines.*

Issues, Concerns, or Currently Unresolved Aspects of the Recommendation:

Will the administration be fully supportive of the following:

- *Elimination of the check on demand service.*
- *A policy that encourages direct deposit of excess financial aid by delaying the issuing of paper checks to students who do not select direct deposit.*
- *A policy whereby a late fee is assessed, without exception, to any student who fails to utilize priority registration.*

The deadline for changes to course schedule booklets for the summer and fall terms is early February; therefore, we must act quickly if we are to implement this recommendation in 2002.

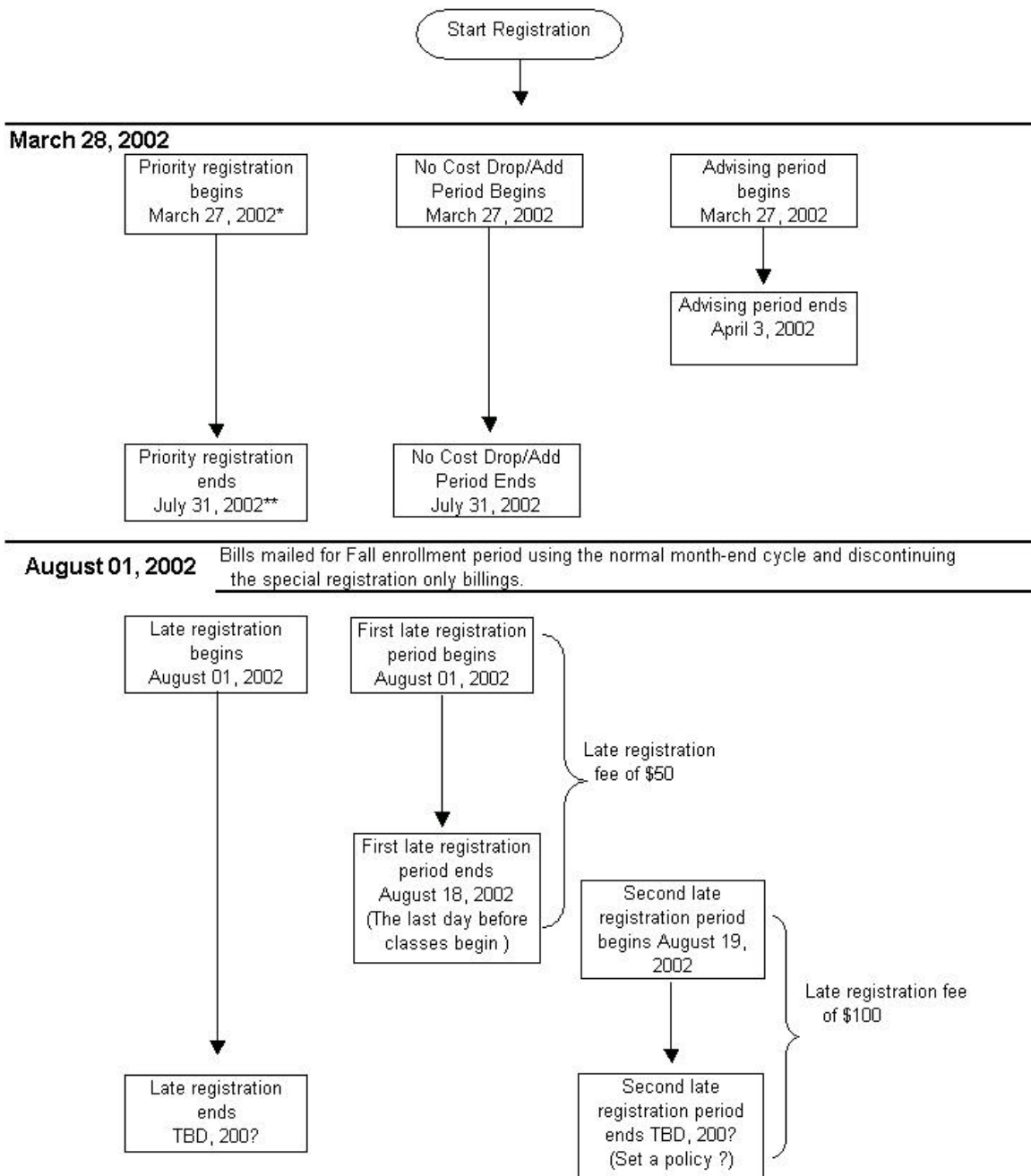
The impact of this proposal on other departments such as Housing, University Police Department, Ole Miss Express/Meal Plan, and the Telephone Exchange needs to be examined since they are involved in the process.

Date Submitted: January 30, 2002

For further information about this recommendation, contact:

- Jack Garner

**Flow of Recommended Registration Process
(Fall 2002-03 Registration Dates Used as Examples)**



FOOTNOTES

* Priority registration begins as usual.

**Priority registration end date based on first billing date for enrollment period.