Supporting You and Your Payers

Payer Options

Enroll in a Payment Plan
View Enrollments

Next Steps

Promoting the Payment Plan

About the Payment Plan

Illinois Community College Chief Financial Officer’s 2014 Spring Meeting
April 23-25th

Aligning Business Policies, Processes and Communications to Enhance Customer Service

College of Lake County
Thank You!!

• Let’s take a look at the numbers
  – 34 Colleges using Actively Managed Payment Plan
  – 7 Schools using or moving to Pending Aid for fall.
  – Serving over 53,900 Illinois students this spring
  – Total tuition ‘protected’ by NBS OVER $59 Million

• Continuing Shift toward Credit Card Usage
• Lets review your data integration requirements - Upload
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<th>College Name</th>
<th>Spring 2014 Enrollment</th>
<th>NCES</th>
<th>Students Using</th>
<th>Students Choosing</th>
<th>Students Choosing Credit Cards</th>
<th>CF</th>
<th>30 Days+</th>
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College of Lake County
Nelnet Update!

- Student Choice Refunds
- New Payment Plan Platform is HERE!
- New Service Fee Program
  - You can now accept Visa Card!
- Improved Integration Connectors
  - PeopleSoft
  - Ellucian
    - Datatel
    - Banner
  - Jenzabar to follow
- Outbound/Inbound Call Center Services - Proxi
Nelnet Services

- QuikPAY
  - Student Payments
  - eBill Presentment
  - Commerce Manager – Campus wide payments
  - Refunds
- Actively Managed Payment Plans
- Pending Aid
- Cashiering with full ACH conversion option
- Nelnet Merchant Services
- Campus Guard – PCI Compliance Consulting
- Outbound Call Center Services – Proxi

Visit us at www.campuscommerce.com
College of Lake County

New Add/Drop Process Review

✓ Review our Process Change:
✓ Timeline
✓ Results
✓ Email Comments
✓ Future Changes
✓ Final Thoughts
Timeline

- Original Add/Drop Meeting 02/2013
- Approval from executive staff 04/2013
- First Add/Drop Committee 04/2013
- User’s Requirement completed 09/2013
- Drop information to Ed. Affair 09/2013
Timeline – continued prior to drop

• Public Relations
  – Post Card
  – Hallway Banners
  – Handout Add/Drop & Payment Plan
  – Web Updates
  – SGA Senate Members participation
  – Newsletters
  – Robocalls/Post Cards/6 Month Pay Plan
Timeline – continued prior to drop

• Public Relations - continued
  – Ceiling Posters
  – Emails for FA Students
  – Formal Letters for FA Students
  – Blackboard Promotions
  – Robocalls
  – Email to Personal Accounts
  – No More Billing Statements until 02/07/14
Timeline – continued after drop

- Mass Drop (01/10/14) – No change
- Daily Drop (01/14/14 – 02/06/14)
  - Email Students who enrolled
  - Email Students who were dropped
  - No Add/Drop Mailers – discontinued

- First Day of School 01/21/14
  - Reinstatement/Late Enrollment starts
  - Email Students who enrolled
  - Email students who were dropped
  - No Add/Drop Mailers – discontinued
## Current Results

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<th>Spring 14</th>
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### IEPR - Comments
Current Results - continued

- Payment Plans Monthly
  - Spring 13: 3,857
  - Spring 14: 3,731

- Payment Plans Deferred
  - Spring 13: 250
  - Spring 14: 4,661

Note: Total FA Students Enrolled
- Spring 14: 5,762
Currents Results - continued

• First Midwest Bank results:
  – 30 accounts opened on-site
  – 15 accounts opened at branches
  – Busiest days – Tuesday, Wednesday, Thursday
  – Busiest times – 10:00am – 3:00 pm
Email Comments from Faculty & Staff

- Automate the reinstatement process
- Feedback from the students
- Communicate better with TAA, WIA, WPDI etc.
- How other C.C. deal with TAA, WIA, WPDI etc.
- Faculty to receive email updates with drops
- Students complaining about the process
- Better communication with faculty
  - Instructions on how to handle the process
  - Timeline for crucial dates
Email Comments - continued

• **Strengths:**
  – Promotions
  – Visibility
  – Less last minute scrambling for classes
  – Better process – more fair regarding students

• **Challenges:**
  – Explaining the purpose of the change
  – Mandating FA Students to sign up for payment plan
  – Faculty had to watch the roster more carefully
  – Adjunct Faculty not fully aware of the new process
Future Changes

• Class-by-class drop
• Automate the reinstatement process
• Better process for TAA, WIA, WPDI, etc.
• Prevent multiple drops for same students
• Improve Nelnet Payment Plan website
Final Thoughts & Recommendations

• Organizational Commitment – Key Personnel
  – Financial Aid
  – Admissions
  – Finance
  – Counseling
  – Ed. Affairs
  – I.T.

• Communication – Public Relations
• Special Attention for F.A. - Communications
• Stand Firm and Execute
Discussion?

It’s not a dream... it’s Starved Rock!

College of Lake County
Thank you for your business!

John Edwards, Regional Vice President  
john.edwards@nelnet.net  
877-363-6135

David Hittenmiller, Assistant Controller  
College of Lake County  
dhittenmiller@clcillinois.edu

Lets work together!

College of Lake County