

2020 Annual Program Review

Program Name: Cashier's Office (Bursar's)

Program Review Author: Mitchell Heskel

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: <http://www.smc.edu/CollegeCatalog/Pages/default.aspx>

The Cashier's Office falls under the umbrella of Enterprise Services. Its main functions are the collection of matriculation and tuition fees, issuing student ID cards, selling parking to students, and providing the uninterrupted services essential to the successful financial operation of the college.

As we move forward, the functions of Cashier's is evolving. The new iParq parking system was implemented in Fall 2019, with all parking permit sales done on line. Cashier's is responsible for managing this system. And as the new student ID comes on board, the function of ID issuance will change dramatically.

The primary goals of Cashier's are:

Effective and efficient processing of student payments and resolving related issues
 Implementation of new student ID card (BankMobile project) (with other departments)
 Management of iParq.

II. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

Objective	Status (Check one)	Status Explanation
iParq parking system implementation	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	iParq went live August 2019 as planned.
New ID system (BankMobile)	<input checked="" type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	With COVID 19, and with other issues related to TAP chip, we have decided to forego the TAP Chip for now and focus on financial aid distribution. In queue for IT priority.
Effective and efficient processing of student payments and resolving related issues.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	This is ongoing, but the team has really gelled and has become more responsive and agile.
Click or tap here to enter text.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Completed	Click or tap here to enter text.
Click or tap here to enter text.	<input type="checkbox"/> Not Completed	Click or tap here to enter text.

	<input type="checkbox"/> In Progress <input type="checkbox"/> Completed	
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III. ACHIEVEMENTS

(Optional) List any notable achievements your program accomplished in the last year.

Successful implementation of new iParq parking system.

IV. CURRENT PLANNING AND RESOURCE NEEDS

Part 1: Narrative

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

The Cashier’s office was able to adapt quickly to the remote-only environment. Using Chrome Books and Citrix, they are able to work from home some of the time. On a rotating basis, they come to campus to process meal, payments received, and other work. We have identified an electronic way to process ID photos for new students, to reduce the need for students to come to campus.

We have identified and will focus on implementing an installment-payment option for student fees. This is important for equity as many students are not able to pay fees all at one time. This is in addition to the BankMobile student ID – financial aid distribution project. This may take some IT programming.

Part 2: List of Resources Needed

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Click or tap here to enter text.	Click or tap here to enter text.
Facilities (info inputted here will be given to DPAC Facilitates Comm.)	Click or tap here to enter text.	Click or tap here to enter text.
Equipment, Technology, Supplies (tech inputted here will be given to Technology Planning Committee)		
Professional Development		

V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also include your responses and solutions to this crisis.

Click or tap here to enter text; the box will expand when you enter text.

It was challenging to operate in a remote environment. But Cashier's staff quickly adapted, using Chrome Books, Citrix, and by rotating on campus work as needed. (Usually once a week.) The decision to partially refund student parking fees required full-time work for several weeks for one staff member. The staff has monitored and responded to email 7 days a week to provide great service to students. We have devised a way to enable students to email photos for ID issuance. I am proud of how well the Cashier's staff has functioned. They are rock stars.

The increased demands of COVID 19 on the IT department have necessitated postponing the BankMobile and Installment payment projects until Fall 2021. If this timeline moves up, then there will be some increased needs from IT, as well as training of various departments.

VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY

PARTNERSHIPS:

Part 1: Industry advisory meeting dates and attendance for 2019-2020.

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.

Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.

Employer Name	Type of partnership or Collaboration <ul style="list-style-type: none"> • Advisory attendance • Internship site • Donations • Job placement • Other 	Optional: Additional information about partnership or collaboration
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

CONGRATULATIONS – that's it! Please save your document with your program's name and forward it to your area Vice President for review.

The following section will be completed by your program's area VP

Vice Presidents:

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources

- Jennifer Merlic, Vice President, Academic Affairs
- Teresita Rodriguez, Vice President, Enrollment Development
- Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program's annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian (amerian_stephanie@smc.edu) and Erica LeBlanc (leblanc_eric@smc.edu). If you have any questions, please contact us!

Thank you for your input!