

16-Mar-11

Dept.	Priority	Assigned To	Task Description	Risks/Consequences of Incompletion	Status Reports	Next Steps	Estimated Hours
Student Financials	1	Dominique Benavides & Minh Lam	CREDIT CARD REFUND for online pymts. Some students are charged multiple times when attempting to make an online pymt. Doesn't happen for all students. Can't determine why some students and not others.	Approximately 400 students made pymts on line. System timed out. Then student made mutiple pymts to correct. Mutiple pymts charged to students' cards.	Per Dominique: IT resolved this problem on January 5, 2011. Students are no longer being double charged via online credit card processing	IT's efforts to optimize the database may have a positive influence on this issue. Additionally, IT will assist with Dominique's queries with the processor.	
Student Financials	1	Dominique Benavides	THIRD PARTY pymts. May not be configured correctly at some campuses.	It is posting to the incorrect area of GL (i.e. going to pymts instead of third party.)	Bursars have come up with a make shift method of billing because the system does not accommodate the need. This will be addressed after the bank reconicilatn reports for auditors which has priority	Dominique is preparing training documents on configuring 3rd party contracts.	
Student Financials	3	Dominique will follow up with Charlotte in A & R	AC Transit bus passes	If student drops late system shows credit for \$31 even though passes are not refundable. The District is out \$31 if the credit is applied to the next payment due	Minh discussed this matter with Ron and Jacob. At this point, it is IT's understanding that the policy and process must be considered by Finance regarding this matter.		
Student Financials	5	Kyu Lee	TRUST FUND signatures on checks	Software we are using is obsolete. Temporary solution is to call Kyu to refresh the signature system before running checkks	Requires new development into PeopleSoft. Tentative complete date prior to the end of this fiscal year.	Long term solution is for IT to move the function to PeopleSoft.	
Student Financials	1	Dominique will follow up with July Cohen	Financial Aid fee waiver requires the Bursar to recalculate i.e. career change fee based to undergrad;		Dominique has contacted the DBA for a solution		
Student Financials	1	Dominique Benavides	When attempting to refund check for Int'l student sponsors. "Processing, Processing" and then time out	Can't process several refunds for a couple of weeks	A ticket has been sent to Oracle. IT will follow up.	IT's efforts to optimize the database may have a positive influence on this issue. As IT seeks to optimize database tables, the group will seek to determine if there are unresolved record locks related to this process.	
Student Financials	1	Dominique Benavides	Many letters regarding past due fees sent to students are incorrect. Some of the letters were based on inaccurate Regent informaton.		Dominique is working on resolving remaining accounts.		

Student Financials		Dominique Benavides, Tony Hale, and Bursars	AC Transit EasyPass fee will not trigger for students enrolled in courses paid via Contract Ed. The AC Transit fee will only trigger if the student is enrolled in "billable" units. Students enrolled in 9 units or more of contract ed courses cannot receive an EasyPass, even though they qualify one.			Bursars will furnish examples of this issue so that IT and Dominique can continue the investigation and re-shape the rules accordingly.	
Student Financials		Dominique Benavides, Tony Hale, and Bursars	AC Transit Easy Pass fee will not trigger for late start classes, until the course begins. Students cannot receive an Easy Pass at the start of the term, if they are enrolled in a course that starts later in the term. The fee will not trigger until the late start class begins			Bursars will furnish examples of this issue so that IT and Dominique can continue the investigation and re-shape the rules accordingly.	