

DIVISION OF BUSINESS & FINANCIAL AFFAIRS

COVID-19 BRIEFING

March 29, 2020

Unit: Financial Services (Student Business Services)

Collection of Outstanding Tuition Payments and Deferral of Outstanding Balances to Fall 2020

Prepared by: Anna Benscoter

ACTIONS:

- Open Student Business Services to receive outstanding tuition payments.
- Provide a deferral of outstanding March 2020 tuition payments and all related negative account activity connected to the default of a tuition installment payment plan (TIPP) agreement.

BACKGROUND AND POLICY ISSUE(S):

Effective the week of March 16, 2020, CSUCI moved to a telecommuter working environment and on March 20, 2020, the Governor of California issued a [Stay at Home](#) order.

In order to simultaneously adhere to social distancing guidelines and maintain continuity of essential operations outlined in the [Stay at Home](#) order, an operational plan is needed to support in-person student tuition payments at CSUCI.

Designated departmental staff, with the support of CI Police/Public Safety personnel, will open Student Business Services on Thursday, April 2, 2020 from 8:30 a.m. – 5:30 p.m. to receive and cashier outstanding tuition payments. Precautions will be taken, with the assistance of CI Police/Public Safety, to ensure proper social distancing is observed during this time, and any students observed with symptoms will be directed to return home.

Student Business Services will extend flexibility to those students that were not able to make payment on March 21, 2020, as published and agreed upon within the terms of the Spring 2020 TIPP (tuition installment payment plan) application.

RECOMMENDATION:

Approve plan to open SBS on April 2, 2020, to receive and cashier outstanding tuition payments.

Approve the deferral of the TIPP (Tuition Installment Payment Plan) published due date of March 21, 2020, the waiver of applicable late fees and collection activity, and the suspension of any associated negative Service Indicator on applicable student accounts, until August 18, 2020.

SUPPORTING DOCUMENTATION:

In-Person Payment Processing and Social Distancing Guidelines for SBS and Public Safety Staff

CURRENT UPDATE: N/A

SUPPLEMENTAL DOCUMENTS:

In Person Payment Processing with Social Distancing Guidelines

PURPOSE

Open Student Business Services to receive outstanding tuition& fee payments.

BACKGROUND

Effective the week of March 16, 2020, CSUCI moved to a telecommuter working environment and on March 20, 2020 the Governor of California issued a [Stay at Home](#) order.

In order to simultaneously adhere to social distancing guidelines and maintain continuity of essential operations outlined in the [Stay at Home](#) order, an operational plan is needed to support in person payments at CSUCI.

Procedure:

DATE/TIME: Thursday, April 2, 2020 from 9 a.m. – 5 p.m.

LOCATION: Sage Hall SBS cashier's window

COMMUNICATION: Global email, **ONLY** to students with outstanding TIPP payments sent no later than Monday, March 30, 2020

STAFF & SUPPORT REQUIREMENTS:

SBS staff: One staff to receive and cashier payments, one staff located in Sage Hall to ensure that people are 6ft apart while in line and providing envelopes for anyone that is paying with a check; asking them to drop payment in payment drop box, and a manager to coordinate and support operations

CI Police/Public Safety personnel: At entrance of Sage Hall providing security and allowing only 5 students into Sage Hall at a time (this ensures that appropriate social distancing can be accomplished), and turning away ANYONE with obvious symptoms (cough, runny nose, etc..)

SOCIAL DISTANCING SIGNAGE: Signage has been created and will be placed outside Sage Hall entrance and inside at cashier's station, as well as message running on TV monitor reminding those in line to keep a 6ft distance between them and others in line.

OTHER EQUIPMENT:

It would be ideal to have wall mounted or free-standing hand sanitizer stations in Sage Hall as follows:

- One in Sage Hall foyer

- Two in Sage Hall Enrollment center

OUTSTANDING PAYMENT DATA:

Number of stateside students with 3/21/20 TIPP (Tuition Installment Payment Plan) payment still outstanding as of 3/26/20:

240 students with 213K in total payments outstanding

NOTE: SPRING 2019 data indicates the following payments were made in person on the March TIPP due date:

150 students total

14,000 cash payments (24)

31,000 check payments (126)