

SBS Information & Important Dates for Spring 2018

FHR Council Meeting

January 9, 2018

Student Business Services Mission Statement:

We support the university's academic mission by transforming the delivery of services through continuous improvements, providing a foundation that is knowledge-driven, flexible in approach and entrepreneurial in spirit.

▶ **Student Business Services Hours of Operation:**

Monday - Friday

8:30 a.m. - 4:45 p.m.

▶ **Contact Us:**

Phone Number: 805-437-8810

Email: sbs@csuci.edu

Social Media: Facebook: "CI Student Business Services"

Twitter: @CI_SBS

Important Spring 2018 Dates:

- For expedited refunds, students are encouraged to enroll in Direct Deposit by Monday, January 8, 2018.
- Fee Waivers and 3rd party payment vouchers, for priority processing are due Tuesday, January 9, 2018 by 5:00 p.m.
 - *Students are encouraged to enroll in direct deposit at all times during the year.
- First Financial Aid Disbursement will be on Thursday, January 11, 2018.
- Tuition & mandatory fees are due Tuesday, January 16, 2018 by 5:00 p.m.
- After January 16th, payment for registration is due by 5:00 p.m. the Tuesday following registration.
- Installment Payment Plans (IPP) for both Tuition and Housing are available to students.
- Disenrollment for regular session will begin on Wednesday, January 17, 2018 and continue each week on Wednesday through February 14, 2018, with a final disenrollment on Friday, February 16, 2018.
- Refunds will begin processing on Thursday, January 18, 2018.
- 1098-T forms will be available to students by January 31, 2018.

Your Student Business Services Team:



Anna Benscoter
Manager



Letitia Poteet
Vault Teller



Christine Patton
Cashier



Leticia Romero
Student Account Specialist



Cheryl Peckham
Lead Cashier/Student
Accounts Representative



Leah Torres
Collections Specialist

What we do - The Basics:

▶ Cashiering

Accept student fee payments and departmental deposits. Issue and maintain student ID Card system for students and faculty/staff.

▶ Student Accounts

Provide detail student account information and assist students with university policy and procedures. Issue 1098-T tax forms and assist with questions. Process all third party billing.

▶ Collections

Manage student financial holds and collect past due tuition fees, housing and Extended University balances. Assist students with financial payment options.

▶ Disenrollment

Process disenrollment when tuition, campus-based fees, lab fees or other miscellaneous fees are not paid in full by the published and agreed to Installment Payment Plan due date.

▶ Payroll Distribution

Distribute student and staff payroll and reimbursement checks. Provide training to warrant officers and support to the payroll office.

Some of the ways each of us are here to help:

Anna Benscoter

Students, Faculty, Campus and Parents

Provide administrative and functional management and leadership for day-to-day operations within the Student Business Services department.

Some of the ways each of us are here to help:

Christine Patton & Cheryl Peckham

▶ Receive Payments

Students

Receive and post payments to student accounts. Transactions include payments for tuition, housing and other fees.

Campus

Responsible for processing campus deposits, scholarship checks and other miscellaneous payments.

▶ Distribute Checks

Students

Distribute student assistant paychecks and reissued refund checks.

Faculty & Staff

Distribute paychecks returned by warrant officers and reimbursement checks from Accounts Payable.

▶ Issue ID Cards

Students, Staff & Faculty

Some of the ways each of us are here to help:

Letitia Poteet

▶ Employee Pay Warrants

Students, Staff and Faculty

Coordinate distribution of campus paychecks for monthly mandatory pay dates. Maintain communication between Payroll and SBS when there is a request to locate or verify status of specific employee paychecks. Manage communication with Warrant Offices regarding policy changes and schedule updates.

▶ Campus Deposits

Staff & Faculty

Verify, prepare, record and secure all campus and auxiliary deposits for pick-up by Courier Service according to regular weekly schedule. MWF.

▶ Vault

Staff

Daily - Verify opening cash drawers, Cashnet reports, reconcile cash drawer transactions. Scan student payments, invoice checks, scholarship awards and other general payments to bank via desktop scanner. Create Cashnet deposits in preparation for cashiering.

Some of the ways each of us are here to help:

Leticia Romero

▶ Employee/Dependent fee waiver

Students, Staff, Faculty and Campus

Post the waiver to the student account and available to answer any questions regarding what is waived and what is not. Provide the link to the CSU website for Executive Order and grid with specific information on each bargaining unit.

▶ Posting of Financial Aid files

Students and Campus

Individual student awards are batched by Financial Aid and sent to SBS to post to student accounts. If there is an overage in payment a refund is generated via direct deposit or paper check.

▶ Third Party Contracts

Students and Campus

Contracts are posted to student accounts to defer tuition and fees for amounts covered by the specific 3rd party contract, per vendor/third party authorization.

Some of the ways each of us are here to help:

Leah Torres

▶ Internal Collection of outstanding student account balances

Students, Faculty and Staff

Answer inquiries related to student accounts. Explain policies and procedures concerning student fees and due dates.

Students

Arrange repayment options to current and former students who have an outstanding balance due to the University.

▶ External Collection of outstanding student account balances

Students

Answer inquiries related to delinquent accounts that have been submitted to a third party collection agency and/or the Franchise Tax Board for tax intercept.

▶ Parent PLUS Loan Direct Deposit

Students and Parents

Receive and process documentation for parents receiving parent plus loans who wish to receive disbursements via direct deposit.

The background features abstract, overlapping red geometric shapes, primarily triangles and polygons, in various shades of red and pink, creating a dynamic, modern look. The shapes are layered, with some appearing more prominent than others, and they extend from the right and bottom edges towards the center.

Questions?