



MISSING UNIVERSITY PAYMENTS GETS YOU NOTICED QUICKLY

Robyn Bongartz
Director, Student & AR Fiscal Operations
Wichita State University

WHO IS WICHITA STATE?



- Located in Wichita, Kansas
- Founded in 1895
- 15,000 students
- Research institute
- Combine traditional learning with applied learning
- Innovation campus
- Banner ERP



OUR CHALLENGE

- Poor Economical Environment – rising costs
- Increase in past due accounts receivables
- Short-staffed in Collections department
- Too many manual processes



OUR SOLUTION

- Internal partnership with Financial Aid and Office of Student Money Management
- Utilization of promissory note for missing data
- Proactive in creating separate classifications for each collection agency – restrictions to student records
- Created internal controls in Banner
 - Prevent unnecessary execution of billing statements
 - Track collection attempts to meet regulatory requirements
- Improved customer service

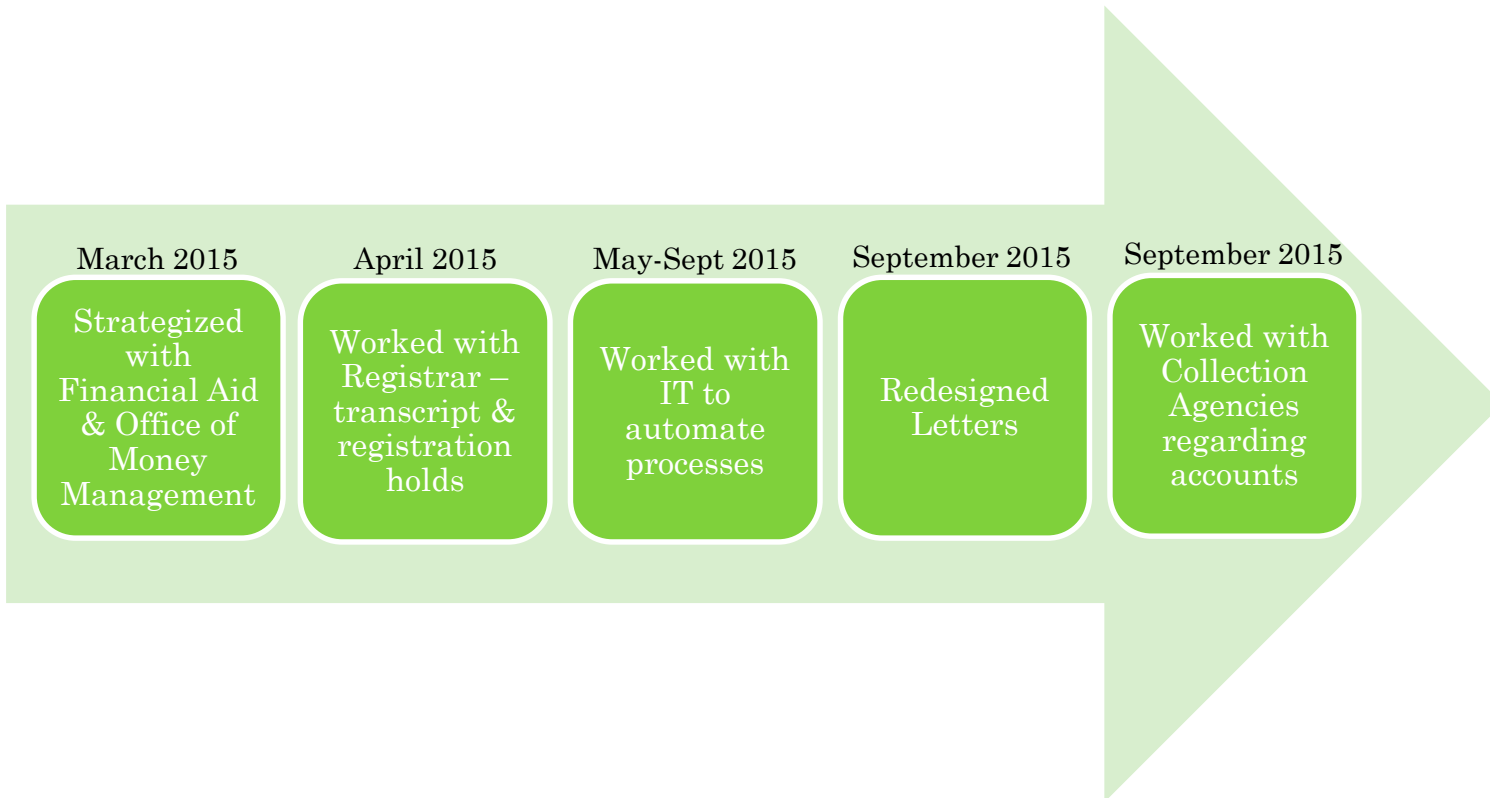


OUR SOLUTION

- Automation of account updates
 - Mass vs. individual updates
 - Reduced time to release accounts on hold
- Developed efficient reporting
 - Simplified monitoring of reports
 - Timely turning of past due accounts to collection agencies
- Increased collection agency partnerships
 - Expanded submissions: international, State of Kansas
- Extended timeline on customer's credit report



TIMELINE



OUR SUCCESS

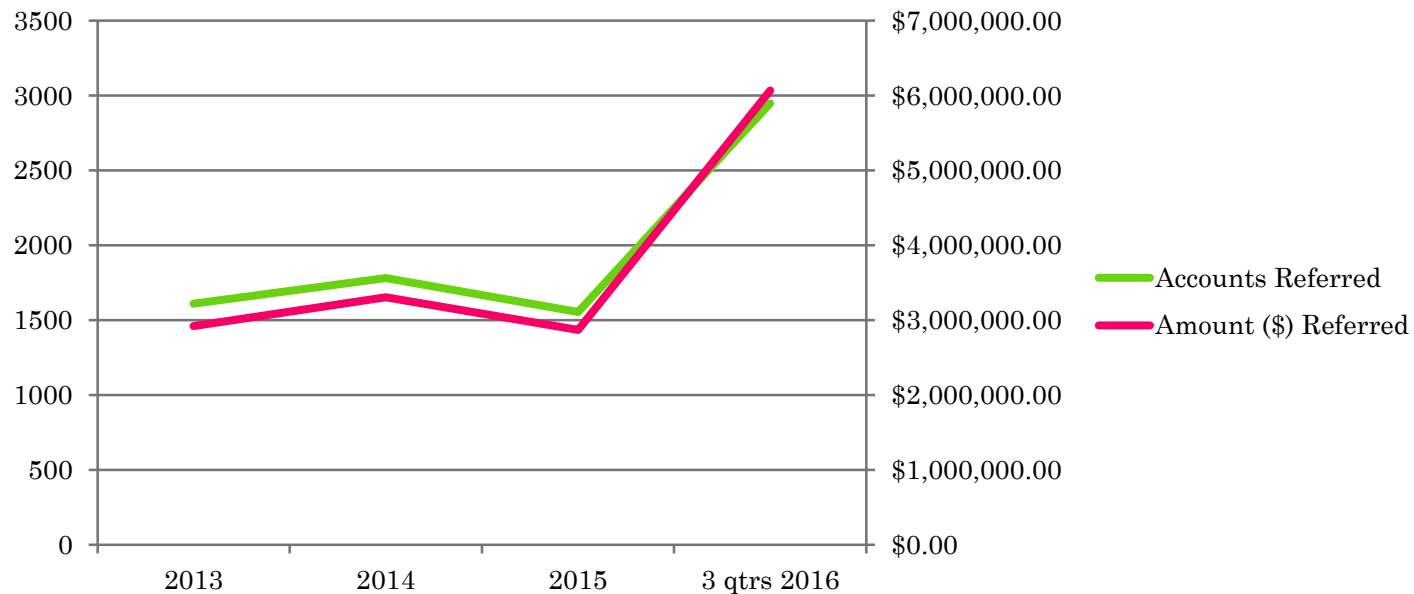
- Dramatic increase in number of accounts and amounts turned to an agency due to automation

Fiscal Year	No. of Accounts Referred for Collection	Amount Referred
2013	1,610	\$ 2,920,466.99
2014	1,780	\$ 3,306,352.71
2015	1,554	\$ 2,869,883.25
<i>First three quarters of FY2016</i>	2,948	\$ 6,068,064.69



OUR SUCCESS

- Dramatic increase in number of accounts and amounts turned to an agency due to automation



OUR SUCCESS

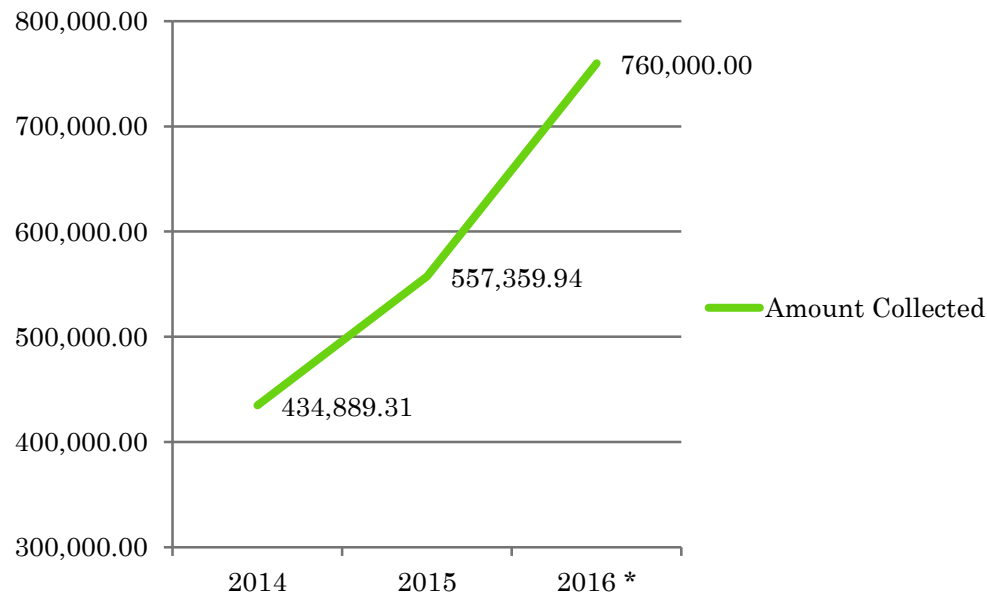
- Another dramatic increase in total amount collected from Collection Agencies

Calendar Year	Total Amount Collected from Collection Agency
2014	\$ 434,889.31
2015	\$ 557,359.94
<i>Anticipated for 2016</i>	\$ 760,000.00



OUR SUCCESS

- Another dramatic increase in total amount collected from Collection Agencies



* Anticipated



TAKE AWAY

- Partner with other university offices
- Use your technical resources
- Utilize external resources
- Adopt a courteous, respectful customer service approach
- Go green whenever possible – automation allowed WSU to reduce printing thousands of paper reports and files



QUESTIONS

