MISSING UNIVERSITY PAYMENTS GETS YOU NOTICED QUICKLY

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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**

- **March 2015**: Strategized with Financial Aid & Office of Money Management
- **April 2015**: Worked with Registrar – transcript & registration holds
- **May-Sept 2015**: Worked with IT to automate processes
- **September 2015**: Redesigned Letters
- **September 2015**: Worked with Collection Agencies regarding accounts
**Our Success**

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

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>No. of Accounts Referred for Collection</th>
<th>Amount Referred</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>1,610</td>
<td>$2,920,466.99</td>
</tr>
<tr>
<td>2014</td>
<td>1,780</td>
<td>$3,306,352.71</td>
</tr>
<tr>
<td>2015</td>
<td>1,554</td>
<td>$2,869,883.25</td>
</tr>
<tr>
<td><strong>First three quarters of FY2016</strong></td>
<td><strong>2,948</strong></td>
<td><strong>$6,068,064.69</strong></td>
</tr>
</tbody>
</table>
**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

<table>
<thead>
<tr>
<th>Calendar Year</th>
<th>Total Amount Collected from Collection Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>$434,889.31</td>
</tr>
<tr>
<td>2015</td>
<td>$557,359.94</td>
</tr>
<tr>
<td>Anticipated for 2016</td>
<td>$760,000.00</td>
</tr>
</tbody>
</table>
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