

Division: Administrative Services

Department: Cashiers Office

Director or Chair: Dr. Debra Fitzsimons, Dean of Administrative Services/Patti Andrasko, Grossmont College Cashier

Program Description: The Grossmont College Cashier's Office provides support services to students, faculty and staff. Student enrollment fees and tuition fees are processed both on-campus and off-campus. We are responsible for the reconciliation of the telephone registration payments. Parking permits, student benefit cards, catalogs, and CD Vouchers are sold here. Payments are receipted for parking citations, transcripts, library fines and replacements, typing test, culinary art fees, AOJ Baton fees, community test proctoring, child care payments and collection of monies from the permit machines and meters on campus. The Cashier office works with Admissions & Records and information systems to see that student accounts are accurately posted and processed. Financial Aid and returned refund checks are disbursed and financial aid owed by students are processed through here. Deferred payments for various programs are monitored through the Cashier office. Reports for deferred payments, returned mailers, returned permits and benefit cards are maintained. We will be participating in the implementation of a new student record system and helping to fine tune it to be able to serve the students better. We are hoping to be more fully automated in refunds to students, especially in regard to credit card refunds. We hope to have a bigger office space with the construction of the new student services center.

Activities

Activity #1:

Implement, at least quarterly, joint Cashier meetings between Cuyamaca College, Grossmont College and the District Office so that Cashier procedures will be in line with each other.

Benefits:

Stronger unity between departments and consistency in application of procedures.

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	N
Staffing – Classified?	N
Staffing – Faculty?	N

Staff Development? Y

Goals and Objectives: 1, 1.1

Activity #2:

Establish a customer service program within Cashier Office for Classified Staff. Classified personnel will take turns teaching 20 minute presentations on a quarterly basis.

Benefits:

Increased customer service. Increase confidence of staff members contributing to program.

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	N
Staffing – Classified?	N
Staffing – Faculty?	N
Staff Development?	Y

Goals and Objectives: 1, 1.4

Activity #3:

Edit schedule information to facilitate students accessibility to necessary cashier information such as, credit card refund process and the return of parking and benefit cards.

Benefits:

Students and staff will have cashiering information readily available and information will be cross referenced within schedule.

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	Y
Staffing – Classified?	N
Staffing – Faculty?	N
Staff Development?	N

Goals and Objectives: 1, 1.5

Activity #4:

Serving on the team for implementation of a new student record system through Datatel.

Benefits:

Student records will be easier to research and more accurate.

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	Y
Staffing – Classified?	N
Staffing – Faculty?	N
Staff Development?	N

Goals and Objectives: 1, 1.3

Activity #5:

Plan for storage space for cashier office by working with facilities to identify area available. Actively continue to work with the Student Services Building Complex Project for input into the construction of a new student center complex for the campus and a larger campus cashier office.

Benefits:

The existing cashier office will be better utilized and we can design a larger cashier office for the new student center.

Requirements:

Curriculum Development? N

Equipment?	N
Facilities?	Y
Marketing?	N
Staffing – Classified?	N
Staffing – Faculty?	N
Staff Development?	N

Goals and Objectives: 5, 5.3

Additional Planning Activities

none

Accomplishments

Accomplishment #1:

Helped establish new cash collection procedure for Admissions & Records for the transcript process.

Goals and Objectives: 3, 3.7

Accomplishment #2:

Increased .40 classified position to .75 by using hourly budget dollars. This increase has improved customer service and increased stability in the office.

Goals and Objectives: 4, 4.1

Accomplishment #3:

Implemented new procedures from District Cashiering meeting resulting in streamlining process of posting deposits of funds collected and cutting down on paperwork.

Goals and Objectives: 3, 3.7

Accomplishment #4:

Student refund Checks for EOPS and CARE financial aid are now mailed instead of being manually disbursed at the Cashier Office, which results in a decrease in lines, especially on specified disbursement dates.

Goals and Objectives: 1, 1.5

Accomplishment #5:

Purchased new computer for office and updated the monitors to LCD monitors resulting in better ergonomics for personnel and provided an additional work station for peak periods.

Goals and Objectives: 1, 1.3

Accomplishment #6:

Replaced old worn out taskchairs resulting in better ergonomics for personnel and pleasing appearance to the office.

Goals and Objectives: 5, 5.6

Accomplishment #7:

Worked to decrease the wait time in lines for students during peak periods. We served, personally, over 25,866 students resulting in \$3.62 million in monies collected in the first 8 months of the fiscal year.

Goals and Objectives: 1, 1.3

Accomplishment #8:

Purchased new tensabarriers (stantions)for the front of the cashier office to facilitate orderly lines for the student population and assure their safety and privacy.

Goals and Objectives: 5, 5.6

Accomplishment #9:

Working with the ASGC Account Technician to improve and document fiscal policies and procedures for the ASGC. This will provide standards and security for interaction with college and district programs.

Goals and Objectives: 1, 1.3

Accomplishment 10:

Worked with our IS department in troubleshooting areas of student record system glitches and resolving problems with the students' accounts.

Goals and Objectives: 4, 4.2

Additional Accomplishments:

Actively served on steering committee of the California Bursar's Association as member-at-large to promote networking within the state. This will result in new ideas, working together for stability and efficiency. Classified employees will be attending this year's annual meeting held in San Diego.