

University Billing Practices Forum

(Forum Scheduled for Oct 23rd @ 11:30 am, room Rock 301)

Mission Statement:

To fully discuss, address, and establish a framework to resolve issues of graduate students centered on practices employed by the various offices of the University involved with billing different costs to graduate students.

Topics and Questions:

1. What prevents a monthly billing scheme for graduate student fees (parking, health, tech)? The university currently offers the “Tuition Made E-Z” payment plan which withdraws from a bank account separately, but is not well explained online and costs extra.
 - a. Faculty and staff are billed monthly for parking (pre tax), why cannot similar practices be applied to graduate students?
 - i. Does the problem lie in any one office (Bursar, Controller, Access Services/Parking Office, other)?
 - ii. If the issue spans multiple offices, what would improve coordination between offices to address issue?
 - b. What prevents monthly billing of students on monthly stipend (direct deposit or not)?
 - i. Are grad student W2s functionally different than faculty/staff W2s?
 - c. Why is a separate, more expensive system used to bill graduate students instead of the system used for faculty and staff?
 - i. Are there any plans to use new PeopleSoft ERP system to handle student billing and coordination thereof?
 1. If so, what is the timeline for Peoplesoft to handle student billing?
 - d. If the additional cost incurred by the University prevents a monthly billing system from being created, can a monthly installment fee be added to student bills that would allow one to spread bills over several months (similar to car insurance bills)
 - i. If so, how much would this monthly installment fee be?
 - e. Should the manner that parking passes are issued to graduate students be altered to be “self-renewing” and continuous since Ph.D. students are here for five or more years.

- i. How long is the average grad student's tenure on-campus versus the average faculty and staff tenures?
 - f. What is the billing arrangement between the University and Standard Parking. If Standard Parking manages all the lots, what is the breakdown of finances and duties/responsibilities between Standard Parking and the University (Access Service/Parking Office)
 - i. If the majority of funds goes to Standard Parking, what responsibility does the Parking Office have to maintain customer satisfaction of campus constituents?
- 2. What prevents student reimbursements from being made via direct deposit for those with stipends setup to be direct deposit?
 - a. What is the current policy to report long reimbursement times?
- 3. Is there a current University-wide policy regarding upfront travel costs regarding a student attendance and presentation at a conference?
 - a. The travel policy on advances is clear (<http://www.case.edu/finadmin/security/travel/policy.htm#15>), but the policy does not cover large conference registration and associated costs that are only reimbursed after proof of conference attendance. Can conference costs be reimbursed/covered before conference attendance?
 - b. If there is a University policy, what should a student do if the department policy varies from the University (who should be informed of deviation from policy)
 - c. Are there any resources on campus to alleviate the financial burden by the student to attend a conference to present University work.
 - d. If the student will be reimbursed only after travel and the conference, what incentive is there for a student to book in advance to potentially save the University and department money?
- 4. Some departments pay students only during the school year while students are on campus and doing research throughout the whole year. This scheme makes the summer difficult to budget, and some graduate students would be interested in creating an option to shift pay schedules to a 12 month system.
 - a. What prevents a 12 month schedule from being an option currently? Since the faculty currently get paid in this manner, could it be extended to graduate students?
- 5. Payment of bills through the Bursar's office can only be performed via bank draft or a payment on the Discover card.
 - a. Seeing that Discover is not as widely used as Visa or Mastercard, graduate students would like to know why Visa or Mastercard cannot be options for payment.

- b. Additionally, current practices charge a large convenience fee for using a Discover card, why is the fee so large and being passed to us, and what are the prospects for its removal?
- 6. Many students use their personal credit cards to purchase items for research or creative work. Additionally, students use their personal credit cards to purchase items for school and department-sponsored activities. In either case, the students must “eat” the taxes when reimbursed since the current University policy does not allow for taxes to be reimbursed (partly due to the University’s tax status?)
 - a. Can the policy be changed to reimburse students for taxes incurred on school-related research, work, or activities
 - b. Can D-Cards be made a more widely used option for students to use for school-related research, work, or activities, and can a D-Card type mechanism (or something akin to a prepaid credit card) be created for student use where the card is linked with a certain faculty grant or account?

From Parking Policies Manual (<http://parking.case.edu/parking/parkpolc.htm>)

Parking Space Assignments

3.1 FACULTY AND STAFF

3.1.4 Annual Renewal

Full or part time faculty and staff who purchase permits through monthly payroll deductions are issued "Continuous" hangtags, which are self-renewing from year to year. Notices of rate changes and updates on policy procedures are mailed in late May.

Those who purchase an annual permit with the June 30 expiration date receive a renewal application in June. New permits are issued upon return of the application and payment.

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3.2 STUDENTS

All students are eligible for permits upon enrollment. Student permits are issued in a variety of categories as defined in this section.

3.2.1 Commuter

Students who commute are assigned to designated commuter spaces in CPO lots.

3.2.2 Resident

Students who live in residence halls or south campus fraternities are assigned to resident spaces. Residence hall permits are sold for the academic year. Students who live in residence halls during the summer are required to purchase summer permits.

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3.2.6 Space Reservations

All student parking is based on a first-come, first-served basis and permits are available during registration for both semesters through walk-in parking registration. Returning students may reserve a space in the spring for the following fall semester. Students must claim reserved permits by the start of the fall semester or forfeit the space.