



Enhancing Current Financial Planning and Bill Paying Tools

Students and parents lack a consolidated view of fees, financial aid, and payments. Required actions are often unclear due to inconsistent updating of information while critical functions are being supported by increasingly aging, obsolete technology. These and other related issues would be resolved by implementing proposed enhancements to current financial planning and bill paying tools.

Summary

The underlying systems performing critical functions of registration, fee assessment, receivables management, billing, and aid disbursement at UC Berkeley use obsolete technology, have limited capabilities, and are costly to support. To address these shortcomings, this proposal seeks to provide robust, comprehensive tools by which students and authorized third parties could view, understand, and take action on their financial relationship with the University. It will allow campus student service providers to reduce time and resources expended in responding to recurring questions. And it will establish efficient back-end systems capable of producing quality data in a timely manner.

This proposal envisions implementing a financial display on the student portal that would provide timely, detailed, and comprehensive information. It would be designed to assist students in better understanding charges that are being assessed, payments made, aid offered, awards disbursed, and refunds issued. It would clearly identify required student actions on a real-time basis. And it would manage student authorizations to release information and communicate with parents or other third parties.

Delivering the Vision

The enhancement of current financial planning and bill paying tools will help achieve the vision of Operational Excellence by centralizing information and processes, improving student services, increasing efficiencies, and supporting a culture of continuous improvement. The proposal requests \$1.2 million in OE investment to be combined with other funding for a total investment of \$1.6 million and is projected to result in annual run-rate savings of \$318,000.

Timeline

If approved by the Executive Committee, the proposal calls for a 15-month timeline, commencing with requirements development and concluding with full roll-out. A pilot would be conducted in Month 10, with broad feedback solicited that would subsequently drive refinements.

Leadership

Sponsor: Delphine Regalia, Acting Controller

Sponsor: Cheryl Resh, AVC and Director of Financial Aid and Scholarships

Initiative Manager: Anne De Luca, University Registrar

For More Information

Complete copies of the Student Services Business Case as well as the Request for Resources and the proposed budget for Enhancing Current Financial Planning and Bill Paying Tools can be viewed online at the OE web site at <http://oe.berkeley.edu>

Questions and comments about this proposal for the initiative team: oestudentservices@berkeley.edu

Questions about Operational Excellence: oe@berkeley.edu