



UNIVERSITY OF
NORTHERN
COLORADO

Bursar's Office Annual Report 2022-23



Division of Student Affairs and Enrollment Services

University of Northern Colorado



Section 1 – Mission, Vision, Goals

Mission

The Bursar's Office works to ensure the integrity and accuracy of student billing in an efficient and effective manner while upholding university policy and ensuring compliance with state and federal regulations. In alignment with the mission of Bear Central, the Bursar's Office also supports all UNC students in achieving their educational goals and enhances the student and departmental experience by delivering centralized, efficient and accurate integrated business services in a welcoming and inclusive environment.

Vision

The Bursar's office seeks to provide exceptional service to students, parents, departments and third parties in supporting the mission of the University.

Goals

Organizational restructuring that allowed for a trainer position for our new eStores product, as well as cross-training opportunities in Bear Central. At the same time, we were able to save money by restructuring the job duties in some of the positions in the Bursar's Office due to position vacancies. We were also able to provide 1 FTE to Enrollment Management to address urgent needs.

Implemented the new eStores product and successfully created and are using our first public store. Currently have some private stores that have allowed electronic processing of rent payments for non-students, etc., that weren't available before. In production we have:

- Utilized stores: 9
- Currently available items total (available via hidden link or to public): 10
- Expired events/products not currently available for purchase: 17

Assisted in implementing a new \$1,000 threshold policy between fall and spring terms that allowed for 389 additional students to register who would not have been able to before.

Implemented HB22-1049 Prohibiting Transcript and Diploma Withholding. Developed OnBase forms and procedures.

Perkins Assignments: 327 assigned, 68 still to be assigned — making payments at agencies etc. These will continue to be assigned as their circumstances change.

Section 2 – Points of Pride

1. Assisted in implementing a new \$1,000 hold threshold policy between fall and spring terms that allowed for 389 additional students to register that wouldn't have been able to before.
2. Implemented eStores and successfully produced 17 events webpages for easy, secure online payments.
3. Organizational restructure to recognize and elevate current staff, increase efficiencies and better support a cross-functional working environment..



Section 3 – Assessment/Learning Outcomes, July 1, 2022 – May 31, 2023

Outcome #1: Students/parents/third parties who engage with the Bursar's Office will have a better experience and faster service due to departmental reorganization.

How is it connected to the SAES Guiding Principles? Principle Two. The division will meet the needs and interests of UNC students and staff promoting a sense of community, engagement, responsibility and co-curricular development while supporting personal health, safety and wellness.

What are you measuring? Decrease the time it takes to submit third-party billings for students so they will receive their funds faster. Answer collection agency questions faster due to not just one person doing all agencies.

What is the evidence? Third-party billings were processed sooner than the prior year. Collection agencies received answers within 24 hours.

What is the result? Students have fewer questions for our office as their bills are paid more quickly.

Outcome #2: Implement eStores to provide a secure method for capturing data for events and accepting online payments.

How is it connected to the SAES Guiding Principles? Principle Two. The division will meet the needs and interests of UNC students and staff promoting a sense of community, engagement, responsibility and co-curricular development while supporting personal health, safety and wellness.

What are you measuring? The number of stores and events that we were able to set up so far in eStores.

What is the evidence? Nine stores are being utilized, and we have successfully created 17 additional events.

What is the result? A secure method of payment instead of departments keeping checks in their offices or having to use credit card machines, causing students/staff to have to come in person to pay. The software also has reporting and keeps track of registrations, etc., which frees up time in the departments for more student-centered activities.

Outcome #3: Implement new policy to raise the registration threshold between fall and spring to \$1,000 from \$200.

How is it connected to the SAES Guiding Principles? Principle One. The division will provide strategic leadership in facilitating efforts to recruit, enroll and retain talented students who are accomplished in extracurricular endeavors and broadly diverse.

What are you measuring? Number of additional students who were allowed to register with the higher threshold.

What is the evidence? 389 students were able to register for spring who would not have been able to without the new policy.

What is the result? We retained 389 students who would either not have been able to continue their education or would have had it delayed until they could pay their bill.