

REQUESTER / SPONSOR INFORMATION

Requester Lanaya Gaberel **Ext** 5154 **E-mail** lanaya.gabere@humboldt.edu

Sponsor Tammy Curtis **Ext** 5175 **E-mail** tammy.curtis@humboldt.edu

A statement of sponsor support should accompany all project requests and must be received by the proposal deadline.

PROJECT INFORMATION

Title Fee Waiver Workflow

Level Campus-wide **Type** New **Application**

Purpose

The problem of

I would like to refine the processing of fee waivers which is completely inadequate. Currently, the fee waiver application is received in the Human Resources office, then faxed to the Registrar's office, then faxed to the Cashier's office. This can result in several problems including lost faxes, lost forms, phone calls to determine if forms have been received, phone calls/emails to determine if forms have been processed, phone calls/emails to determine where form errors have occurred and need to be corrected and multiple copies being made of the same document which sometimes contains sensitive/confidential information (i.e.-Social Security Number). Phone calls are often received from individuals who have submitted a fee waiver form wondering where it is in the process. When this occurs, call are made to each office until the form is found. When individuals involved are out of the office this extends a simple answer into a multiple day and sometimes week response. I am hoping to utilize electronic routing of the fee waiver that can easily increase efficiencies between departments involved, (i.e.-no lost faxes, no questioning timelines, no stalled answers, etc.)

affects

HSU Employees and Students as well as other CSU Employees and Students are effected by the processing of fee waivers. Many HSU/CSU employees are eligible and take advantage of the fee waiver program. Administration, staff and faculty submit fee waivers on both their behalf and on behalf of dependents while taking courses at HSU or other CSU's. Administration, staff and faculty of other CSU's submit fee waivers on both their behalf and on behalf of their dependents. We are responsible for processing each of these fee waivers appropriately. When delays occur, the student (whether administration, staff or faculty or the dependent thereof) does not receive the fee waiver in a timely fashion. When fee waivers are not applied, it can result in a financial hardship on the student, a delay in being able to take the course(s), or a block from taking the course(s) at all.

the impact of which is

When fee waivers are lost, delayed and/or not processed in a timely manner, the result is dissatisfied employees and students, inefficient use of time spent dealing with questions/requests/etc. from employees and students as well as the same and similar effects on employees and students of other CSU campuses. If this project was not to gain approval, we would be forced to continue with our current inefficient system which often results in dissatisfied and/or frustrated "customers," lack of professional image, and other negative consequences.

a successful solution would be

The greatest solution at this point would be an electronic processing of the fee waiver document meaning a complete replacement of the technology currently in place. This solution is an urgent need for the university in that it would eliminate multiple copies of the same document, time delays in the document being processed, lost waivers, timely phone calls, delayed responses, inefficient use of employee time (processing fee waivers) and more. This solution would also result in a cost saving to the university by employees involved in the processing of fee waivers being freed up to focus on other tasks of higher important and/or even being able to take on more tasks due to the amount of time no longer needed in processing fee waivers. Significant benefits would arise from the approval of this seemingly simple project.

Alternatives

This is our first consideration as we believe it be the best option at this point.

Alignment with Strategic Objectives	This project is in greatest alignment with the strategic objective of Efficiency Projects.		
Deadline Date	August 2012 or November 2012	No Hard Deadline	<input checked="" type="checkbox"/>
Deadline Reason	It would be nice to have this in place before the start of the Fall 2012 semester (when Fee Waivers need to be processed). If this timeline is too tight, it would be great if we could get it in place before the following semester, Spring 2013.		
Considerations / Dependencies	We would need to ensure that each department/individual involved has access to a scanner. If we go with an electronic workflow, there would need to be minimal trainings in place to learn the new system.		
Resources	The main departments at HSU that will be affected by this project are Human Resources, Registrar, Cashier and Academic Personnel Services. However, this will benefit each department whose employee has utilized the fee waiver program at both HSU and systemwide.		
Estimate (Hard Costs Only)	Initial	<input type="text"/>	On-going
		<input type="text"/>	Budgeted
			<input type="checkbox"/>
<i>Comments</i>	We don't expect an involved cost due to our assumption that this is a project that can be run through Nolij.		
Affected System / Module	<input type="text"/>		
Other	<input type="text"/>		

Email completed project request form and written indication of support from the project sponsor to the ITS Project Office at itspo@humboldt.edu

Melinda Haynes Swank

From: Tammy Curtis
Sent: Friday, March 09, 2012 12:49 PM
To: Melinda Haynes Swank
Subject: Sponsor Support - Fee Waiver

The fee waiver project has my support. This project would cut down the time for snail mail processing of fee waiver forms and insure that employees get timely approval so can gain admittance to needed classes and not have late fees assessed if don't meet deadlines.

Tammy Curtis
Director of Human Resources