



Executive Report

09/28/2012

Graduate Associate Back Pay Report

TO Delegate Body

CCd Vice President Javaune Adams-Gaston
Dean Patrick Osmer

THE PROBLEM

Delay in payment of back owed money for Graduate Student work; threat of being dropped from classes due to money not paid for summer student fees.

Problem of back pay is taking too long to resolve, and there needs to be a more effective system in place to address this back pay. Furthermore, because of a departmental error students, who may not have the money laying around, could be dropped from classes due to non-payment of fees.

BACKGROUND

Because this doesn't happen frequently, here is a timeline of events explaining the process:

August 17: Student notices a Financial Hold on account and Past Due Fees assigned by Bursars Office; Contacts Student Service Center of Bursars Office(SSC).

August 21: Early Afternoon: SSC responds that Past Due Fees are from Summer Semester and

that the money owed is student fees normally withheld from Paycheck, student also notified that if fees are not paid by August 31 that Student would be dropped from courses currently enrolled in for Fall Semester; Mid Afternoon: Student notices Paycheck has not been received via mail; Later Afternoon: notifies advisor of issue; Advisor notifies Graduate Program Coordinator (GPC) and paperwork is drawn up.

August 24: Paperwork is completed by student, advisor and GPC; Posted to College of Engineering (CoE).

August 26: Late Fees from summer paid by student.

August 31: CoE Responds to GPC by saying paperwork needs to be OK'ed by Graduate School (Grad School) since it is a Back Pay issue.

September 4: Phone call from person inside of Grad School to GPC said that documentation would be forwarded to another individual inside of Grad School to approve since it was a back pay issue and a special circumstance.

September 10: GPC re-contacts Grad School, discovers that paperwork has not been forwarded, then GPC re-forwarded paperwork to individual inside of Grad School who must approve. The person that approves is on vacation until the following week.

September 17: Paperwork “received” by Grad School.

September 19: Grad School Approves and sent to Payroll for processing at the September pay period.

September 31: Payment *expected* to be made.

Potentially 31 Working Days between start of issue and conclusion.

PROPOSED SOLUTION

Work with Graduate School to streamline the process of approving back pay and reduce the number of days it takes.