The Office of Business Services partners and provides expertise to link the university community with solutions and resources to advance their mission.
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WHO WE ARE

Business Services partners and provides expertise to link the university community with solutions and resources to advance their mission.

Business Services focuses on the individual needs of our customers, providing a partnership that maximizes collaborative solutions. Supports our customers by seeking to understand their business and helping them achieve their goals through innovative solutions. Business Services, because of our breadth of experience and strong relationships with system partners, navigates the area between the generation of ideas and need for support in university units and the available resources across the entire system, making connections that produce solutions.

Student Services

Directly supporting more than 94,000 students, assistance is always available to navigate the billing and financial service processes. Promoting strong fiscal health, timely service, and partnerships with other university units to ensure student success.

University Contracts and Records Office

UCRO acts as the official repository for all University of Illinois System contracts, including the organization of electronic and physical contracts and filing of contracts in accordance with state statute with the Illinois Secretary of State and the Illinois Office of the Comptroller.

Business and Finance Policy

UCRO acts as the official repository for all University of Illinois System contracts, including the organization of electronic and physical contracts and filing of contracts in accordance with state statute with the Illinois Secretary of State and the Illinois Office of the Comptroller.

External Audit

UCRO acts as the official repository for all University of Illinois System contracts, including the organization of electronic and physical contracts and filing of contracts in accordance with state statute with the Illinois Secretary of State and the Illinois Office of the Comptroller.

University Outreach

UCRO acts as the official repository for all University of Illinois System contracts, including the organization of electronic and physical contracts and filing of contracts in accordance with state statute with the Illinois Secretary of State and the Illinois Office of the Comptroller.
BY THE NUMBERS

Audit Cycle

Managed 15-month long FY21 audit engagement. The annual management of the overall external audit engagement includes planning and facilitating the initial entrance conference, coordinating new auditors’ system access, responding to the preliminary survey, collecting system narratives, managing mandate testing, providing responses to potential audit findings and final findings, communicating need for legislative relief as needed, and notifying senior leadership of audit issues and reports.

Policy Review Cycle

The Policy Office conducted the annual review of over 390 Business and Finance policies and procedures partnering with subject matter experts. Additionally, coordinated the updates of 78 policies in FY22.

Student Refunds

3-Year Average

FY17 through FY19
Student Refunds Processed

94K

FY20 through FY22
Student Refunds Processed

191K

FY Refund Count Totals

- ACH
- Check
- PLUS
**Student Engagement**

University Bursar is the initial point of contact for all University billing and payment questions and serves as an advocate to students and families, assisting with any billing disputes or problems. Interactions with students range from managing student inquiries via calls, emails, and walk-ins and maintaining client relationships, marketing and communication tools, student orientations, trainings and other related activities.

**Payments**

<table>
<thead>
<tr>
<th>Payments</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Echecks</td>
<td>$702M</td>
<td>$707M</td>
<td>$617M</td>
<td>$739M</td>
</tr>
<tr>
<td>Credit Cards</td>
<td>$54M</td>
<td>$58M</td>
<td>$87M</td>
<td>$79M</td>
</tr>
<tr>
<td>Wire</td>
<td>$84M</td>
<td>$71M</td>
<td>$108M</td>
<td>$115M</td>
</tr>
<tr>
<td>Lockbox</td>
<td>$92M</td>
<td>$91M</td>
<td>$94M</td>
<td>$74M</td>
</tr>
<tr>
<td>OTC</td>
<td>$43M</td>
<td>$42M</td>
<td>$29M</td>
<td>$19M</td>
</tr>
<tr>
<td>Other</td>
<td>$21M</td>
<td>$35M</td>
<td>$30M</td>
<td>$11M</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$996M</td>
<td>$1004M</td>
<td>$965M</td>
<td>$1037M</td>
</tr>
</tbody>
</table>
ACCOMPLISHMENTS

Transcript Holds
University Bursar ended the practice of withholding transcripts from students with outstanding balances. The revocation of this policy will enable students to transfer credits, complete their degree, and obtain jobs that could help pay down their unpaid balance. Current students with outstanding balances will continue to be prohibited from registering unless they pay in full or fulfill the terms of their payment plan.

State Filing of Contracts
The Illinois Office of the Comptroller (IOC) updated its filing process allowing quarterly submission of contracts that meet the threshold for filing, in lieu of mailing physical copies of contracts every week. As part of this change, the University Contracts and Records Office established new procedures to pull records for quarterly filing electronic filing, eliminating the need to weekly labor-intensive manual filing.

International Payments
University Bursar implemented PayMyTuition as a new international payment option for international students and their families. With the rollout of the new payment option international students have two options, PayMyTuition and Flywire, to process an international wire. The additional payment option provides more flexibility and payment options for the university’s growing international student population.

Student Advocate Contact Center
University Bursar implemented a Student Contact Center in January 2022 with the hiring of a Coordinator, and five student workers. The SCC provides University Bursar additional campus staff resources while offering employment and professional development opportunities for students. These additional resources will assist University Bursar in providing timely and accurate billing information during start of term peak periods. In April 2022, the first full month of SCC phone support, SCC handled 28% of incoming calls. From April 2022 to June 30, 2022, the SCC handled 2,228 phone calls and 1,468 emails. An additional 5 student workers have been hired for the start of Fall 2022 term, bringing the total number of students in the SCC to 10.
STAFF DEVELOPMENT

One of Business Services’ core values is to promote and encourage professional development opportunities for our staff. Enabling staff to find professional development opportunities for any stage of their career, or aligning with their interests, creates life-long learners strengthening our workforce, ability to effectively execute, and enhances job satisfaction.

NACUBO EMERGING LEADERS PROGRAM

The National Association of College and University Business created an Emerging Leaders Program for the 2021-2022 academic year. This program accepts high-performing, high-potential employees to further their leadership development.

Encouraging continuous professional growth, Business Services has sent staff through each of the first two years of the program. The ELP provides growth opportunities through networking, leadership development, and building the leadership skills and language of participants. We are excited to watch the development of our top leaders.

NACUBO ELP 2022-2023 COHORT

Erin Herrick
Director
Accounts Receivable Operations
Billing Services
Student Loans and Collections

Daniel Pelayo
Senior Assistant Director
Student Loans and Collections

Athanazia Varner
Manager
Cashier Operations

CERTIFICATIONS

University Bursar staff have earned certifications from the National Customer Service Association (NCSA) and the Association of Credit and Collections.

100% of staff who have been with University Bursar over 1 year have completed a strategic professional development certification aligning with organizational goals. New staff complete certifications as they are onboarded.

ELP 2021-2022 GRADUATE

Joseph Shroyer
Senior Associate Director
Customer Service
Cashier Operations
Student Money Management Center

NCSA/ACA
42
Certifications

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NCSA/ACA
42
Certifications
FUTURE INITIATIVES

FY23 Strategic Initiatives

The Office of Business Services is committed to continuous process review and improvement with the goal of increasing the quality of services to students and university customers.

SHORELIGHT

University of Illinois Springfield has partnered with Shorelight to increase international student enrollment. University Bursar worked on the deployment to ensure a proper accounting and billing of student charges. UIS expects 200 new grad students in the first year of the partnership.

529 DISBURSEMENTS

University Bursar will deploy a hosted 529 disbursement portal to reduce paper checks and overnight mail for the students and families of the University of Illinois System using a 529 plan to pay their tuition and fees.

1098-T PROXY

University Bursar is working with AITS to implement proxy access to 1098-T. Students will be able to grant access to 1098-Ts, in Banner Student Self-Service, to parents and guardians. Proxy will decrease parent and student inquiries and increase the speed and efficiency of customer support.

CONTRACT FEEDER

Research contracts are currently manually entered into Contracts+. A new research contract feeder will automate this process, facilitating the loading of over 5,000 contracts per year and replacing the manual data entry process.

CHROME RIVER ADVISORY GROUP

A newly formed committee overseen by the Office of Business Services, consisting of business and finance administrators at all 3 Universities and the System Office. With a goal of gathering feedback on strategic needs related to Chrome River processes and system functionality and provide regular updates on those items.

POLICY ADVISORY GROUP

A Business and Finance Policy Advisory Group is being created allowing customers the opportunity to have a voice in policy creation and review. The Policy Office expects this to go a long way toward addressing some of the previously heard complaints from customers that policies are made without taking their concerns/needs into account.
Office of Business Services

businessservicesteam@uillinois.edu