



Welcome to Focus on Finance!

November 17, 2016

Agenda

- **Student Financial Aid What's New?**
- **Intro to Environmental Health and Safety**
- **Campus Card Office**
- **PIP Update**
- **Education Assistance Programs**
- **The New Bursar Appeals Process**
- **What's New? What's Due?**

Student Financial Aid What's New?

DebraAnn Brown, Associate Director Financial Aid

Student Financial Aid What's New?

- 2017-2018 FAFSA became available 10/1/2016
- Student (and parents) use their **2015 income tax information**; no need to estimate
- Conflicting information identified by U.S. Dept of Education (via FAFSA agency) must be resolved
 - Resolved info could mean student eligible for less aid
 - Unresolved info could hold up student's Spring 2017 aid and/or terminate current FWS position
- **Send student to our office (103 Wilder Tower)**

Student Financial Aid What's New?

- 2017-2018 FAFSA information
- Applies ONLY to students (and parents) selected for verification.
- If non-filer, must complete **IRS Form 4506-T** to request “Verification of Nonfiling” (option #7)
- Takes 10 days for IRS to process
- Student need to submit a COPY with U-ID# list at the top (student should retain original)

How Can You Help Us?

- Talk to student
 - Have you checked your myMemphis account?
 - Did you know you can do your 2017-2018 FAFSA early? It's available now (<https://fafsa.ed.gov>)
 - You need to check myMemphis to make sure you don't have a flag that says "Conflicting Information from Prior Year FAFSA"

EHS 101

An Introduction to Environmental Health and Safety at the University of Memphis

Ashley Koehler
Occupational Safety Coordinator

EHS 101

- Regulatory Agencies
- Programs, Policies, Procedures
- Services
- Training



Regulatory Agencies

- Occupational Safety and Health Administration (OSHA)
- National Fire Protection Agency (NFPA)
- Environmental Protection Agency (EPA)
- Center for Disease Control (CDC)
- Nuclear Regulatory Commission (NRC)
- Department of Transportation (DOT)

Programs, Policies, Procedures

- Required by Regulatory Agencies
- <http://www.memphis.edu/ehs/>



Fire Safety

Services

- Fire prevention inspections
- Fire extinguisher service
- Fire drills
- AED service

Training

- Fire extinguisher training
- Storage of flammable & combustible liquids
- Electrical Safety training
- Fire Prevention Plan training



Laboratory Safety



Services

- Lab Inspections
 - Chemical safety
 - Biological safety
 - Radiation safety
- Fume hood testing
- Chemical inventory management
- Radiation monitoring

Training

- Hazard Communication
Right-to-Know training
- Laboratory Health &
Safety Seminar
- Bloodborne Pathogens
- Pesticide Safety
- Radiation Worker
Course



Hazardous Waste

Services

- Hazardous Waste Disposal
 - Chemical Waste
 - Biological Waste
 - Radioactive Waste

Training

- Hazardous Waste Awareness Training
- Hazardous Material Transportation Training
- Stormwater Pollution Program Training



General Safety

Services

- [Accident Investigations](#)
- Respiratory Fit Testing
- Industrial Hygiene Testing
- Job Safety Analyses
- Safety Inspections

Training

- Accident Prevention Signs & Tags
- Emergency Action Plan
- Job Hazard Analysis
- Ergonomics
- Violence in the Workplace



General Safety

More Training

- Ladder Safety
- Personal Protective Equipment
- Compressed Gas Safety
- Respirator Safety
- Hearing Protection Plan
- Confined Spaces
- Powered Platforms
- Control of Hazardous Energy
- Fall Protection
- Powered Industrial Trucks
- Scaffold Safety
- Chainsaw Safety
- Welding Safety

Safety Responsibility

The University

- Assess the workplace for hazards
- Ensure workers are protected
- Comply with regulatory agency standards

You

- Know your rights
- Learn and recognize hazards
- Report hazardous situations
- Comply with safety policies

Know your Rights!

You have the right to...

- A safe and healthful workplace
- Know about hazardous chemicals
- Access information about injuries and illnesses in your workplace
- Complain or request hazard correction from the University
- Receive safety training
- File a complaint with OSHA
- Exercise these rights without fear of punishment

Recognizing Hazards

- One of the best things you can do is know how to recognize some basic hazards
- Hazards vary based on what you do during your job activities



Questions?

Ashley Koehler
Occupational Safety Coordinator

213 Browning Hall
901-678-2740
rkoehler@memphis.edu

Campus Card Office

The Campus Card has been redesigned and is now available to those of you who want to trade in your old, outdated card in favor of the lovely new one (see below) at no charge! Your current card will still work fine---a new card is not required. (But who wants to be out-of-date???) A new photo will be made each time you have your Campus Card replaced. Come see us at 115 Wilder Tower, and bring your old card for trade in.





University Process Improvement Department

Colette Williams, Asst. Director

Process Improvement Initiatives for UofM

- 2010 the University implemented Process Improvement initiatives across campus
- Need to address rapid ERP Banner Implementation
 - ❖ Implementation schedules did not allow for process review
 - ❖ Initially was formed to review business processes relating to Banner implementation
- Over 300 staff and faculty members have participated on teams to-date
- Successfully implemented over 50 projects

Process Improvement Initiatives for UofM

- Recommendations come from our campus community
 - ❖ Team members are our best advocates
 - ❖ All suggestions are reviewed by our governing structure
- All project teams are successful with an improved implemented process
 - ❖ Top Executive support is key to our success
- PIP Website: www.memphis.edu/processimprovement



Governing Structure

Executive Committee



- Provost - Dr. Karen Weddle-West
- Chief Finance Officer – David Zettergren
- Chief Information Officer – Robert Jackson
- Chief Operations Officer – Bruce Harber
- VP Student Affairs – Dr. Jasbir Dhaliwal

Executive Committee Role



- Provides overall sponsorship, vision and guidance
- Ensures changes are successfully communicated, achieved and measured for progress towards service excellence
- Reviews suggested projects and approves slate of projects to implement
- Meets semi-annually with the PMG co-directors

Program Management Group (PMG)

- PMG Co-Director - Dr. Tom Nenon
- PMG Co-Director – Sam Cox
- Chief Information Officer – Bruce Harber
- Admissions Office – Carol Laney
- Business Officers – Laticia Jones
- CIO Office – Sue Hull-Toye
- Human Resources – Maria Alam
- IT Services – Reza Chowdhury
- Process Improvement – Colette Williams
- Provost Office – Jan Brownlee
- Registrar Office – Darla Keel

Program Management Group Role

- Serves as champions of change and support improvement efforts, both large and small
- Work to eliminate project roadblocks within the organization
- Oversight committee for Process Improvement projects
- Construct project scopes to ensure it is well-defined
- Identify team members
- Bi-weekly meetings

Education Assistance Programs

Shelanda Gardner, Manager of Student Accounts

Education Assistance Waivers/Discounts

- **Who receives Educational Assistance?**
 - **University of Memphis employees and their dependents**
 - **UT Employees and their dependents**
 - **State Employees and their dependent children**
 - **State of Tennessee Teacher dependent children**
 - **State of Tennessee Senior Citizens**
 - **Persons with Disabilities**

www.Memphis.edu/bursar/fees/discounts-waivers.php

http://www.memphis.edu/bursar/fees/discounts-waivers

File Edit View Favorites Tools Help

Educational Benefits Forms Suggested Sites Web Slice Gallery

Convert Select

Bursar's Office

- Fees
- Staff Directory
- Calendars
- Students
- Parents
- Campus Card

- Fee Charts
- Fee Payment Policies
- Deadlines, Refunds & Important Dates
- Fee Payment Methods
- Installment Payment Plan
- Explanation of Fees
- Financial Assistance/
Sponsorships General Info
- Fee Discounts & Waivers**
- Fee Adjustment (Refund)
Policy

Home > Bursar's Office > Fees > Fee Discounts & Waivers

Fee Discounts & Waivers

Fax forms to the Bursar's Office at 901.678.0288. Forms must be received by the appropriate fee payment deadline to avoid a \$100 late payment fee. U of M employees: please submit forms to the [Human Resources Benefits Office](#) for final approval and processing.

Rules & Regulations

- [Children of Licensed Tennessee Public School Teacher Fee Discount Rules & Procedures](#)
- [Children of State of Tennessee Employee Fee Discounts Rules & Procedures](#)
- [State of Tennessee Employee Fee Waiver Rules & Procedures](#)
- [UofM, UT, or other TBR schools Employee Spouse/Dependent Fee Discount](#)
- [UofM, UT, or other TBR schools Employee Fee Waivers](#)
- [Programs for Persons with Disabilities](#)
- [60 Years of Age for Audit or 65 Years of Age or Older](#)
- [Veterans Programs and Benefits](#)

TigerXpress

View your statements and pay fees online in TigerXpress.

Tuition Estimator

How much will your courses cost? Get an estimate online!

Forms

**How do I request my UofM
Employee Education Benefits?
Log into MyMemphis Portal –
Employee page**

Time Approval

Update Approval Proxies

Preferences

Employment Details

Benefits

Direct Deposit

Pay Stub

Job Details

Leave Details

W-2 Wage and Tax Statement

Electronic W-2 and 1095-C Consent

1095C Tax Forms

Personal Information

Update Addresses and Phones

Update E-mail Addresses

Update Emergency Contacts

Educational Benefits Program

Educational Assistance Resources

Educational Assistance Online Forms

Your Fall Term 2016 Educational Benefits Forms (ficooper):

No educational benefits forms found.

Banner INB

Reports

argos

Hyperion

SAS® Visual Analytics

By logging in, you agree to the following conditions:

- Information in the University's systems is protected by federal privacy laws.
- Access only data required to complete an authorized task.
- Do not release any confidential information to a non-University person or agency.
- Share information only with those University personnel with a need to know.
- Only the Registrar's Office (for student data) or Human Resources (for employee data) may release information about individuals and then only in accordance with federal and state law. Refer requests for this type of information to these offices.
- Breach of confidentiality of this material may constitute a basis for termination of employment.

committee member

TigerPark

Appeal Citations: Allows users to appeal citations online. TigerPark requires the citation number and license plate number to appeal a citation. You have 15 working days to appeal a citation online. After 15 days, you will no longer have access to online appeals. More . . .

Purchase Permits: Allows students to purchase priority, resident and evening parking permits online. Permits are restricted according to sub-classification. All non-student parking must be handled in person in the Parking Services Office located at 120 Zach Curlin Parking Garage. More. . .

Please note: Only residents may purchase resident parking.

Enter TigerPark

FERPA

- FERPA Tutorial
- Privacy of Education Records policy
- FERPA completion status look-up

Research Support

Effort Certification

Researcher's Dashboard

Performance Appraisals and Evaluations

Staff Performance Appraisal System

Enter as: Appraiser | Employee | HR Administrator

Staff Performance Appraisal Reference Guide

https://umwa.memphis.edu/edubenefits/forms.php Educational Benefits Forms


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Educational Benefits Forms Suggested Sites Web Slice Gallery

Convert Select

Page Safety Tools

100%



THE UNIVERSITY OF
MEMPHIS

HOME EDUCATIONAL ASSISTANCE RESOURCES FOR ADMINISTRATORS LOGOUT

Educational Benefit Forms

Welcome Frances Hogan (U00420117).

You must have registered for class within the official designated period before submitting educational benefit forms.

Fall Term forms are available July 15 - November 30
Spring Term forms are available December 1 - March 31
Summer Term forms are available April 1 - July 14

[Fee Waiver \(formerly PC-191\) :: Fall Term 2016](#)

- Enrollment under this program is on a space-available basis only.
- Fee waiver participants may not register for class before Monday, July 25, 2016 to use this benefit.

[Staff Scholarship Application for Fee Waiver :: Fall Term 2016](#)

[Spouse/Dependent Tuition Discount :: Fall Term 2016](#)

- Employee must submit a spouse dependent form for each institution where dependent is enrolled and taking courses.
- Employee benefits, including education benefits, cannot be paid by a grant, cost-share/Chair or Center of Excellence index. If you are an employee paid by one of these types of accounts please contact your department or dean/division-level business officer for assistance with obtaining the correct benefit-eligible index.

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Browser address bar: <https://umwa.memphis.edu/edubenefits/admin-for>

Page Title: Educational Benefits Forms

Navigation Bar:

- HOME
- EDUCATIONAL ASSISTANCE RESOURCES
- FOR ADMINISTRATORS
- LOGOUT

Educational Benefits Form Administration

Welcome Frances Hogan.

Entry and Management Tools

- [Enter Non-UofM Employee Exemption](#)
- [Manage/View UofM Course Exemptions](#)
- [Manage/View Non-UofM Course Exemptions](#)
- [Manage/View Spouse Dependent Exemptions](#)
- [Manage/View Non-UofM Employee Exemptions \(testing\)](#)
- [View All Exemptions](#)
- [HR Spouse/Dependent Invoice Correction Memo](#)

Bursar's Office Processes (Secured)

- [Create Banner AR Waiver Exemption File](#)
- [Registration Status Code Change Export](#)

Shared Services Center (SSC) Reports and Forms

- [Student Invoices](#)
- [Create AP Check Request Form](#)
- [Create FUPLOAD File \(Reminder: FUPLOAD script will pull everything in the database that has been processed by SSC.\)](#)
- [Student Invoices Report](#)

(Excel) Reports

- [Students Working During Normal Work Hours \(HR\) :: 201680](#)
- [Students Working During Normal Work Hours \(HR\) :: 201650](#)

Documentation/Testing

- [User Testing Page](#)
- [System Documentation](#)

100%

Non-UM Employee Fee Waiver Form

Enter Student Banner ID:

[Get Student Details](#)

Name:

Username:

Date of Birth:

Enter Exemption Code:

UofM Student ID:

Semester and Year:

Fall Term 2016

Student is spouse or dependent?

☐ Spouse ☐ Dependent

Enter Tuition Waiver Amount

Course Information

Select a course below for exemption codes '400', '401', '500', '501', '800', '811', '1000', '1500'.

Select Course	Exemption	Benefit Request Date	Date Registered	CRN	Subject	Course#	Section#	Credit Hours	Title	POT	Online	Days of Week	Time
No classes found.													

[Continue](#)

[Cancel](#)

Send E-Mail: Cannot Verify Teacher License

Send E-Mail: Cannot Verify State Employment

Send E-Mail: Incorrect Approver

Send E-Mail: HR Certified too Early

Send E-Mail: Discount Applies to UG Only

Send E-Mail: Disapproved, Registered too Early

Send E-Mail: Disapproved, Over Age

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Questions, comments?

Email HRbenefits@memphis.edu or
Bursar_ar@Memphis.edu with questions!

The New Bursar Appeals Process

**Presented by
The Bursar's Appeals Staff**

Student Financial Appeals

- 400-500 Appeals/year
- Old form – 2 hand written pages plus documentation
- No easy way to track where an appeal was



Student Process

The Student will log in using the U of M credentials so that we may automatically collect information on the student.



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Student Financial Appeals

Students should complete this form to appeal any fee, charge, refund or calculation relating to registration fees.

- Appeals for traffic citations and residence life charges should be filed with those offices.
- Appeals must be submitted by the student within one year of the term in which the fee assessment was made.
- Include all required supporting documentation and justification for fastest consideration.
- A written decision will be sent to your University of Memphis EMAIL address.
- **Note: This process usually takes a minimum of 8-10 weeks for processing due to the research conducted on each request submitted.**
- For deadlines, helpful information and guidelines, click on the 'Resource' link on the menu bar.

Log in below to access the student financial appeal system.

Please Login:

Username

Password

Login

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Student Process



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Student Financial Appeal

Welcome Henry Robbins (U00003023).

Submit an Appeal

Click here for the [▶ student financial appeal form](#)

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Student Process

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Student Financial Appeal

Student Name

Henry Robbins

Student UUID

hzrobbns

Banner UID

U00003023

Student Information

Address *

Apt/Unit

City *

State *

Select one...

Zip Code *

Student Process

Appeal Information

Reason for Appeal *

You must select at least one reason from either category, or both categories.

Registration Fees Appeal

Select one... ▼

Appeal Other Charges

- ☐ Installment Plan Late Fee
- ☐ Late Payment Fee
- ☐ Late Registration Fee

Term *

Select one... ▼

Students are able to appeal for the following reasons:

- Advising
- Death in the Family
- Employer Conflict
- Medical
- Military

Students may also appeal certain late fees through our office:

- Installment Late Fee
- Late Registration Fee
- Late Payment Fee

Students are only able to appeal fees that occur within the past year.

Student Process

Select the courses below you are appealing.

Select Course	CRN	Subject	Course#	Section#	Credit Hours	Title	Online	Days of Week	Time	Drop/Withdrawal Date	Refund %
<input type="checkbox"/>	20487	MGMT	3510	M51	3	Business Communications	Yes			Not applicable.	Not applicable.
<input type="checkbox"/>	21103	ACCT	1010	R50	3	Principles of Accounting I	No			Not applicable.	Not applicable.

Justification (limit to 1500 characters) *

Attach Supporting Documents

Browse...

No file selected.

Your Documentation

No documents uploaded.

Improvements

- Pulls the course schedule for the term selected so the Student may select the course that fees are being contested
- Allows for typing of Justification with a character limit to ensure the student relays what happened in a precise manner
- Allows for supporting documentation to be electronically uploaded

Student Process

Download the [Health Verification Form](#) and have your healthcare provider complete the form. The completed form must be submitted using the *Attach Supporting Documents* section below.

Student Authorization: I certify the above information is correct and that I am requesting the Bursar's Office to review my appeal for approval. I have read and understand the [policy](#) and [guidelines](#). I understand that any falsification of the information or misrepresentation of facts will result in my appeal being denied. By clicking Submit below, I am acknowledging that this will serve as my electronic signature.

Submit

Save

Cancel

Improvements

- Highlighted windows with required documentation form links
- Agreement statement with links to the U of M policy and Guidelines on Appeals
- Allows for supporting documentation to be electronically uploaded
- The ability for the student to save their spot so they may be able to collect required documentation

Student Process



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Student Financial Appeal System

Your appeal has been submitted. The appeal process will take a minimum of 10 weeks once we have received all required documentation.

Improvements

- Immediate electronic confirmation to the student of submission
- Email confirmation of submission is also sent to the student's U of M Email account

Bursar Staff Process

Our staff will log in using the U of M credentials to the same site as the student logs in and will be able to click on the *FOR ADMINISTRATORS* tab. This will access all open appeals broken into one of three sections:

- Assign Initial Review
- Initial Review
- Manager Review



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Log in below to access the student financial appeal system.

Please Login:

Username

Password

Login

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Bursar Staff Process

Assign Initial Review

- Allows the appeals staff or manager to claim they are going to review this appeal

Initial Review

- Where those chosen to do the first detail review of the appeal find cases that have been assigned to them

Manager Review

- Where Managers find cases that have completed the Initial Review process, so they may be given a final review

Student Financial Appeals Administration

Welcome Henry Robbins.

Assign Initial Review

Select an appeal below to assign for review.

Appeal ID	Banner ID	Student	Submitted
U00624146-201610	U00624146	Aleah Caldwell	7/26/2016

Initial Review

Select an appeal below for review.

Appeal ID	Banner ID	Student	Assigned To	Submitted	Status
U00003023-201610	U00003023	Henry Robbins	klmeans	11/14/2016	Pending Initial Review

Manager Review

Select an appeal below to review.

Appeal ID	Banner ID	Student	Submitted	Status
U00434342-201610	U00434342	Jeremy Barbarek	7/26/2016	Under Manager Review

Bursar Staff Process

Improvements

- Allows for better tracking of appeals
- Gives us everything in one place that a student submits
- Reduce the amount of time spent in Banner search for initial information such as class schedule and drop dates
- Now will be able to have the system do refund calculations on appeals instead of having to figure the credits out by hand
- Sends fully automated emails from a group email address versus a single person
- Gives an automatic countdown on appeals that the student has been notified of documentation needed
- Automatic notifications to staff members informing them of appeals to process

The Bursar's Office would like to take the time to thank the all of those on the Process Improvement team for taking time out of their schedules to help bring our out-dated process into the 21st century.

Carol Warren, Bursar	Karen Smith, Financial Aid
Colette Williams, Process Improvement	Keri Means, Bursar's Office
Deanna McMillian, Enrollment Services	Patty Murry, Bursar's Office
Dru Welch, Admissions Office	Polly Dennison, Registrar's Office
Gerri Taylor, Registrar's Office	Revon Thaxter, Bursar's Office
Helen Johnson, Provost Office	Sara Hagan, EAS
Henry Robbins, Bursar's Office	Veda Taylor, Registrar's Office

Questions?

Who Knew? / What's New? / What's Due?



What's Due?

Activity	Due Dates
Dining Dollars Refund Request Period-Fall 2016	Monday, November 28 - Friday, December 9, 2016
GA Fee Contracts for Spring Due to Graduate School	Tuesday, December 1, 2016
First Day State and UT/TBR Employees Using Fee Waiver May Register for Spring Courses	Tuesday, December 20, 2016
Law School Departmental Fee Waiver Deadline	Tuesday, January 3, 2017
Departmental Fee Waiver Deadline	Thursday, January 5, 2017
Law School Spring Fee Payment Deadline	Tuesday, January 10, 2017
Law School Spring First Day of Class	Wednesday, January 11, 2017
UG/GR Spring Fee Payment Deadline	Friday, January 13, 2017
UG/GR Spring First Day of Class	Tuesday, January 17, 2017

What's Due?

Activity	Deadline
Last Accounts Payable Check Run Prior to Thanksgiving Holiday (In order to ensure payments are processed. Documentation should be received at least seven days prior to deadline, Nov. 10th.)	Monday, November 21, 2016
Time Sheet for BW24 Biweekly Payroll (Nov. 12th - Nov. 25th)	Wednesday, November 23, 2016
Time Sheet for BW26 Biweekly Payroll (Dec. 10th - Dec. 23th)	Thursday, December 15, 2016
Last Accounts Payable Check Run of Calendar Year (In order to ensure payments are processed. Documentation should be received at least seven days prior to deadline, Dec. 7th.)	Tuesday, December 20, 2016
Workshops	Date
Budget Basics	Monday, January 30, 2017
UC – Senate Chamber Room 261	9:30 - 11:00 AM
Accounting Basics	Tuesday, January 31, 2017
UC – Senate Chamber Room 261	9:30 - 11:00 AM

Next Focus on Finance
December 15, 2016
1:30 – 3:00 PM
UC Memphis Room 340

Comments or suggestions?
Email: bffin@memphis.edu

Focus on Finance website:
<http://memphis.edu/focusonfinance>



THANK YOU!

www.memphis.edu/finance