

Key goals 2010-2015 in Support of Pacific Rising

- Implementation of a telephone recording system for measuring performance, monitoring telephone interactions with stakeholders, and training of Student Financial Services personnel.**
- Implementation of a Collections Management System utilizing a predictive dialer for out bound telephone calls.**
- Expand Remote Capture Deposit to the other two campuses to create efficiencies and standard payment processing procedures.**
- Expand electronic payments, billing and payment plans to the other two campuses to create efficiencies and provide an electronic solution for all students of Pacific.**
- Extend PacificCard access to all locations. An opportunity to provide convenience and added efficiency for students would be the ability to transfer financial aid refunds directly to the PacificCard.**
- Recommence the Term Code Task Force to further test modification of the Banner term codes. The ability to provide service to the students in the various programs offered by Pacific is challenging due to the current term code structure.**

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- Obtain a document imaging system to electronically store required documents. Significant research has been devoted to the benefits and this division would benefit greatly from the implementation and utilization of a document imaging system. Our continued space issues greatly support investing in a University wide system. In addition, a paperless system would insure compliance with Identity Theft regulations.**
- Establish quarterly meetings for all three campuses within the same job function. This will allow for idea sharing, team building and promote cohesion within the three locations.**
- A Student Center Operation which would include Student Accounts, Student Loans, Collections, Cashiering, Financial Aid and Registrar Office – One Stop Shopping location.**
- Strategic planning by the Student Loan Department Supervisors in preparation of a new Federal Perkins Loan Program. The evaluation of job duties will be necessary based upon the outcome of the congressional and presidential decisions. Implementation is expected fall 2010.**

Endowment

