



The University of Akron Office of Student Accounts

MISSION

The Department of Student Accounts/Bursar strives to support the University's mission by making available accurate and timely student account information, collecting and processing payments, issuing refunds, and ensuring the timely deposit of University funds. Student Accounts also endeavors to support that mission by providing friendly, professional, reliable service to the constituents of the University through the use of streamlined processes and new, efficient technologies. Our mission will be accomplished through the implementation of sound financial procedures and controls while maintaining compliance with all State and Federal regulatory requirements. The Office of Student Accounts/Bursar is under the direction of the Vice President for Finance and Administration.

SERVICES

The Student Accounts Office coordinates charges and billing for student accounts including, tuition and fee charges, room, board, housing charges, and other miscellaneous charges. The office is also responsible for administrating Payment Plans, distributing Financial Aid refunds, and assisting students who have third party sponsors.

The Student Accounts office maintains cashier windows for supporting cash transactions concerning the University of Akron. The services include: Receipting Cash, Checks and Payment Card Transactions, Check Cashing, and Disbursing certain cash/check payments.

Partners: In order to ensure students have accurate up-to-date information on their student accounts the student account department works with other University departments such as the Financial Aid office, University Registrar, Military Services, ZipAssist, Institutional Research, Advising, Admissions, Accounts Payable, Housing and Dining, Human Resources, IT, and the

Accounting department. Outside partnerships include third party organizations, banks, and school districts.

End-users: Our department takes pride in serving any individual student or employee as well as the University of Akron's Board of Trustees, departments, various agencies, and alumni.

Assessment: The individuals that make up the department are our greatest asset. The student account office employees have an average of fifteen years' experience in higher education. Ever changing policies and procedures are a constant challenge and an opportunity to increase our knowledge base. Webinars, seminars, trainings, and continuing professional education (CPE) are all utilized to assure the department has the most up-to-date information.

RESOURCES

The student accounts office is a student customer centric department. Our focus is to provide excellent service to parents, students, and organizations, external and internal customers. We take every opportunity to reduce the expenses of the University through controlling expense accounts.

Personnel: There are currently thirteen positions and one student in the student account office. Attached is a detailed organizational chart that reflects a restructure of the department. All positions except for the student are traditionally full time.

Financials: A cost analysis is attached separately that include the Student Account Office finances. The two accounts managed by the Bursar are combined.

Equipment and technology: Other than the investment in personnel, technology is the second most important investment in our department. Having updated computer equipment and dependable software increases efficiency and assists in accuracy.

Space: The student account office is located in Simmons Hall Suites 106. Most employees have an office and the department utilizes a conference room and a secure cashiering area, which includes a vault room.