



Fiscal Services

Memo

Date: October 16, 2018
To: Michael Gregoryk, Vice President, Administrative Services
From: Doug Jenson, Associate Vice President, Administrative Services
Re: **Proposed Name Change for Bursar's Office**

The Bursar's office is committed to providing excellent customer service to Mt. SAC students, parents and the campus community. We provide a wide variety of services including the collection of enrollment fees and other campus fees including parking permits and replacements, parking citation fees, enrollment verification fees, and material cards. The office also processes refunds, collections, and 1098-T's.

We have found that many students are confused by the Bursar's Office name, which creates difficulty in explaining directions to and purpose of the Bursar's Office. Therefore, we are proposing to change the name so that students can more easily recognize where they need to go and to create a more positive and welcoming first impression. There has been hesitation in changing the name because it is used frequently in our website, policies and procedures, and the college catalog. The second concern has been answering the question "what will we call our department"?

In recent years, many campus communities have removed the word Bursar from the title of the office (department) that provides these services. A few of the revised names include:

- Cashier's Office
- Student Business Services
- Cashier's Window
- Student Fees Office
- Student Cashier Center

Some campuses kept the Bursar name in the title, but added other well-known titles to the name such as:

- Cashier and Bursar Office
- Cashier Services / Bursar's Office
- Cashier (Bursar) Services
- Student Accounts / Bursar's Office
- Student Financial Services (Bursar)

After speaking with several employees, student trustee Gabriel Alfaro, Shadiyah Omar, Associated Student President, and analyzing names used by other community colleges, the name that best resonated was cashier. The top 3 recommendations would be:

- **Cashier's Office**
- **Student Cashier Office**
- **Cashier and Bursar Office**

If a name change is approved by Cabinet, we would work with other departments (I.T., marketing, admissions, instruction, etc.) to identify the timing of making the campus-wide announcement and changing the name throughout the district.