

DIVISION OF BUSINESS OPERATIONS



Business Operations Leadership Minutes

January 15, 2026

Frontier Community College

1. The meeting convened at 9:00 am in Bob Boyles Hall at Frontier Community College.
 - a. Present were Chris Simpson, Jamie Henry, Mary Johnston, Lyn Huey, and Hayley Breeden.
 - b. The minutes from the December 11, 2025, meeting were reviewed and approved. The agenda for the meeting was discussed.
2. The minutes from the December Board of Trustees meeting were reviewed as well as the most recent SEPC and Divisional meetings. Additionally, the schedule for spring semester townhall meetings was reviewed and business officers asked to attend (if possible) when it is on their campus.
3. There was discussion on various topics related to eCampus. The first topic was a review of the fall buyback process. The number of students that participated in the buyback process was fairly light and strategies to increase participation were discussed. The second topic was the voucher flow in Banner. Business officers were working with the district office staff on this process. The final topic was pricing and the markup on lab kits. This is a topic that will be raised with eCampus as solutions are explored to reduce cost.
4. The updated LOI from was reviewed. The issue was the dollar amount indicated for books and how to handle situations where the cost of books exceeded this amount. It was determined that the LOI should indicate the largest dollar amount or state 100% of books if it is the intent of the coach to cover the full cost of books.
5. The topic of holds on student accounts has been an ongoing matter at BOLT meetings. As students are prevented from registering for classes if they have an outstanding balance, different strategies were discussed to encourage utilizing payment plans and establishing late fees at an earlier date.
6. There was discussion about the notification to students who have been reinstated in a course after Pell payments. This reinstatement in a course may result in their financial aid not fully covering the class.

7. There was a review of the flow of work for approvals and signatures to determine if the process is being completed efficiently.
8. The topic of contracts with Pepsi was discussed. Three of the four campuses have an agreement with Pepsi and two of the four have a micromarket with Pepsi. There is a general dissatisfaction expressed for the service that Pepsi provides.
9. During open discussion, the topic of a new POS for bookstores was reviewed. A final decision has not been made, but there will be follow-up with the IT Department to determine next steps.
10. The next BOLT meeting will be held at 9:00 am on Thursday, February 19th at Lincoln Trail College.