

## DIVISION OF BUSINESS OPERATIONS



### Business Operations Leadership Minutes

**November 21, 2024**  
**Frontier Community College**

1. The meeting convened at 9:00 am in Bob Boyles Hall at FCC.
  - a. Present were Chris Simpson, Mary Johnston, Jamie Henry, Doug Shipman, and Lyn Huey.
  - b. The minutes from the October 17, 2024, meeting were reviewed and approved with removing item #7, which was a copy from a previous meeting. The agenda for the meeting was discussed.
  - c. There was a discussion of the Business Operations Division goals for FY25. As a part of the goal to simplify tuition and fee structure, the plan is to go live with electronic billing for the Summer 2025 Term. Testing will be completed during the Spring 2025 Term.
2. There was a review of the Business Operations Townhall Meetings. At this time the 2<sup>nd</sup> quarter townhall meetings have been held at LTC and WVC. The townhall meeting at FCC and OCC are scheduled for November 22<sup>nd</sup>. The attendance at the meetings for the 2<sup>nd</sup> quarter is very light. The main topics staff wanted to discuss at the townhall meetings are bookstores and food service options on campuses where this is limited.
3. There was an update provided on the status of changing the bookstore model. At this point a request has been made to each potential partner to provide a formal written proposal that includes specific information about purchasing current inventory, commission rate, book buyback, etc. Each company has indicated the proposal would be submitted before Thanksgiving.

A meeting has been scheduled with faculty on November 25<sup>th</sup> at 3:00 pm in the OCC Banquet Room. An email was sent to all full-time IECC faculty inviting them to attend. The purpose of the meeting is to share information about the process used for textbook adoption. This is not about what textbook a faculty member adopts, but about how the selection is communicated to ensure the book is available for students before the course begins.

4. Additional discussion was held on the new IECC Housing Agreement, which is scheduled to take effect July 1, 2025. Concerns continue to exist about the potential additional time required of business directors to collect payments and work with multiple different owners.
5. There was discussion about possible budget reductions for FY 25 and FY26. Through the reduction of one business office assistant at FCC, this will be a savings of approximately \$25,000 for the remainder of FY25. This will be a savings of approximately \$49,000 for FY26.
6. The topic of holds on student accounts was discussed. When a student has a hold on his/her account, this prevents the student from registering for the next term. Information will be communicated to advisors about how to assist students with registering if they have an outstanding balance and a hold on their account.
7. The business directors reviewed new LOI language related to textbooks. They will seek clarification about "IECC funded textbook rental" stated on the LOI.
8. The marketing to advertise the use of student credit card payments was reviewed. This will be available for the Summer 2025 Term to coincide with electronic billing.
9. During open discussion, the topic of the increased diploma replacement fee for FY26 was questioned. The question is if the updated diploma fee of \$15 also included an increase in the transcript fee.
10. The next BOLT meeting will be held on Thursday, December 12<sup>th</sup> at Lincoln Trail College.