



COLLABORATING ACROSS CAMPUS

Coming Together and Moving Forward to Help Students



COLLABORATING ACROSS CAMPUS

Jaime Lehmkuhl – Manager, Accounts Receivable
Kirkwood Community College

Who Am I?

- Kirkwood Community College
 - Finance Dept, Accounts Receivable Manager -5 years
 - Oversee Collections, Receivables and Billing (3 Staff)
 - Account Reconciliations, Property Taxes, Student Appeals
 - Past Role @ KCC- Student Account Coordinator- 2 years
 - Work History
- Finance Staff
 - Currently no student workers



Kirkwood Stats

- Current Population 12,301
 - In State 7,364
 - Out Of State 636
 - International 90
 - Concurrent 4,511
- Top 5 programs
 - Liberal Arts
 - Nursing
 - Business Administration
 - Computer Software Development
 - Dental Hygiene



Why is it important to Collaborate?

- Open Communication
 - Let Departments know what is and isn't working
 - Process and Policy Updates
- Network/Build Relationships
- Join Committees



Collaboration

- Why I found the need for collaboration
 - "That's just how we've always done it"
- Old inconsistent practices
 - Financial aid checks-everyday creating balances
 - Stop payment forms
- Who do we collaborate with most?
 - Enrollment/Financial Aid/One Stop
 - Training/Process documentation
 - Student Services
 - Emergency Funding
 - Global Learning
 - Payment, Study Abroad Fees, Health ins fees.
- Biggest Collaboration Projects
 - Collections
 - Covid Funding
 - Concurrent Billing



Collaboration Challenges

- Past Challenges
 - Re-working old mindsets
 - Finding the time
- Current Challenges
 - New Employees
 - Opportunities
 - Consistent message to students
 - Workload/Not finding the time
 - Covid
- "You think of collaborating with those outside your department but what about the collaboration within your own department?"





COLLABORATING ACROSS CAMPUS

Katie Stevens, Student Accounts Manager
Mount Mercy University

Mount Mercy University

- Student Accounts Manager – 6 years
- Department Structure
- Primary Job Functions:
 - Student Billing
 - Refunds
 - 1098-T Preparation/Production
 - Student Collections
 - Third Party Invoicing
 - Employer Reimbursements



Mount Mercy University – Student Statistics

- Current Total Enrollment: 1580
- Traditional Population: 1071
- Doctoral, Graduate, Adult Populations (including online): 509



Mount Mercy University

- Collaboration Across Campus:
 - Financial Aid
 - Registrar's Office
 - Admissions Office
 - Residence Life
 - Athletics
 - ACE (Academic Center for Excellence)


