

**Clayton State University
Miscellaneous Fee Form**

Fiscal Year 2018

Name of Fee: Missed Appointment Fee

Fee Type: Misc.

Office Responsible for Fee: Center for Academic Success

Amount of fee: \$8.00

Basis (per term, one time, etc.): Per missed appointment.

Purpose of the fee (explain need or benefit for operations/student):

When a student books an appointment with a CAS Tutor and the appointment is missed, or, canceled inside a 24-hour window, the CAS pays for that hour of the tutor's time.

The Missed Appointment Fee . . .

- Serves as a deterrent towards a second missed appointment or late cancellation.
- Serves as an incentive toward student valuing their time in the Center.
- Induces an account suspension. Each time a student makes an appointment, they are reminded of the fee, and, that their account will be suspended until the fee is paid – e.g. student may not schedule another tutoring appointment.

Explain use of the fee including major items funded by the fee:

Specifically, the fee will be used to support various OS&E items such as:

- Tutor Uniforms
- Student Incentive Items (chum)
- Expenses for campus-wide events like Tutoring Blitz and Open House.
- The missed appointment fee will also be used to augment our budget for Operation Study's: *Will Study for Food* – a program to incentivize CAS attendance and address food insecurity on campus.

Revenue in FY 2017

This fee has been charged by historical precedence in the Center; yet, due to a change in CAS leadership, no financial records prior to 2016 are available. Since 2016 . . .

- In FY 2017, we did not collect missed appointment fees because we were waiting on approval.
- Once approval was given, we then had to wait on the Bursar's office to help us set up electronic payments.
- Something has been suggested called *Touch Net Marketplace*. We are still waiting on instruction from the Bursar's office in that matter and are unsure how to proceed.
- We do not anticipate any budget changes for the rest of FY 2018.

Expenditures in FY 2017:

N/A

Surplus amount and suggested use:

N/A

Point of Contact for questions:

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For more information on how this fee is used and related financial data, please go to: Annual Review of Fee Usage (<http://www.clayton.edu/SFAB/Annual-Review>).

Form Submitted By: Mari Ann Banks Date: 10.12.17

VP/Dean/Director:  Date: 10.12.17