

Interview with Brandon Twigg
2/8/08, 1 p.m.
Kanawha Room, Mountainlair

Interview start time: 1:01 p.m.

Roy Nutter: Explained Jan Boyles' role as recorder. Explained information could be made public.

RN: Describe overview of service at West Virginia University.

BT: From Berkeley Springs. Started at WVU in 1998. Received undergrad in psychology from WVU. Worked at multiple offices after graduation. Started out in Arts/Sciences Executive Business Office. Worked as administrative associate in philosophy department. Been working at Office of Student Accounts for 4.5 years. Worked way up from cashier to third party billing agent to business manager to current position. Now serving as acting assistant director. Been in position since last August.

Michael Lastinger: What is your current title?

BT: Acting assistant director.

RN: What did you find to share with us?

BT: Provided summary of information stored on STAR/BANNER. Transferred information to current system in 1996. Provided screen shots, which are helpful too. In addition, other paperwork that summarizes all account activity by detail codes.

RN: Will you help us walk through these records on Heather Bresch?

BT: Sure.

RN: What does [redacted] mean?

BT: [redacted]. The typical process – student enrolls/registers for classes through Admissions/Records. Information is fed to Office of Student Accounts. If students do not [redacted] by Friday of the first week of classes, then they are sent [redacted]. This is referred to as the "stripping" process. In this case, the student was [redacted], so they were removed from classes.

RN: In Spring 1997.

BT: Record shows [redacted], then reinstated. Assumes Admissions/Records reinstated student. [redacted]. The student was enrolled, [redacted] was not dropped.

RN: Do we know if this account was set up for third party billing?

BT: That would be indicated in a separate place in the system. Numerous agencies work with the University for third party billing. Office of Student Accounts assigns a unique ID number for all such contracts. Looked through Bresch's account. [REDACTED] on Bresch's account. Assumes that she made [REDACTED]. Perhaps was [REDACTED] after the fact.

BT: [Referred to screen shot paperwork]. If someone was paying on Bresch's behalf, Office of Student Accounts would change line item to indicate that company paying for student fees. Would also indicate on this line if check or money order. Because Bresch's record started in 1996, can't go back and look at checks. Because employees didn't change that line item, [REDACTED].

RN: What have I not asked you about that I should?

BT: Explains how semesters are reported in STAR. Example: 199608 = Fall 1996.

RN: At this point in time, the eMBA program had "weird payment cycles." Classes were not on the normal semester. How would these payment cycles catch up?

BT: Not aware of class starting/ending dates for eMBA. Other programs on campus have different starting/ending dates. A bill is automatically generated when charges are in the system. However, sometimes students do not register themselves for classes. In these cases, the department registers for classes on the student's behalf. In this case, departments send class lists to Admissions/Records. Better question for Khoo. When classes are in the system, students receive a bill.

ML: At this time, did the student get a hard copy bill?

BT: Went to paperless billing last summer. Students receive e-mail 10 days before semester begins. Have nine to ten days to pay. Students do not receive a paper bill unless they request it. Students must request a paper bill every semester.

ML: What happened in prior years?

BT: Everyone received a paper bill. Sent bills week prior to classes starting. Thereafter, sent monthly bills. Assume that collection agencies are not involved.

ML: (Walks through paperwork semester by semester).

ML: [REDACTED]

BT: Yes.

ML: [REDACTED]

BT: [REDACTED]

ML: [REDACTED]

BT: Yes.

ML: Then, she was [REDACTED]. Do you have a screenshot of her payment?

BT: Yes. Admissions/Records [REDACTED]. Once [REDACTED], able to generate bill for classes.

ML: So what's the [REDACTED] process? Do students contact A/R first or Office of Student Accounts first to be reinstated?

BT: Student should contact A/R first. However, if student contacts Office of Student Accounts, they are not going to turn away the call. Will take payment.

ML: So a student has to be technically registered for you to cash the check?

BT: Yes. Can't take the check without charges being assessed from registration.

ML: [REDACTED]

ML: [REDACTED] (Refers to BUE 4. Notices that document does not separate summer classes).

BT: [REDACTED]

ML: [REDACTED]

ML: (Refers to HEPC [REDACTED] Discusses when report would be generated that indicates [REDACTED] grades).

ML: [REDACTED]

ML: [REDACTED]

RN: (Examine BUE 4. Notices that document does not separate summer classes).

ML: [REDACTED]. Are you sure the record is complete?

BT: Yes. [REDACTED]. Would have been able to [REDACTED] if there was [REDACTED] on the account.

ML: [REDACTED]. So the last date of activity on the account is [REDACTED].

BT: Only other activity on the account is payment for [REDACTED] Paid in [REDACTED]

ML: "Do we know how the transcript was paid for?"

BT: [REDACTED]

ML: So she had [REDACTED]?

BT: Actually, [REDACTED]. Doesn't mean [REDACTED]. Received [REDACTED]

ML: If a student receives a late fee, why would you remove that fee?

BT: In some cases, supervisor has authority. Could be department error. In this case, tuition charges were removed, so the late fee was removed as well.

RN: There was another [REDACTED]

BT: That was a reinstatement fee. A/R used to charge for student to return to classes. Would need to clarify with A/R.

ML: Asks if can link payments with classes on transcript.

BT: Problem – classes and charges are not linked together. Would be hard to tell. Would need to look at fees chart and correlate classes. Some students have mixed registration – on campus and extended learning classes. Some students have different residencies for time at WVU.

ML: So in [REDACTED], we can say that courses were registered for, grades were delivered and [REDACTED]. But in [REDACTED], we have a transcript with courses, grades were delivered, [REDACTED]

BT: Doesn't know why A/R would deliver grades without receiving payment. In my opinion, if grades are there, there should be registration paid for.

RN: Asks Twigg to walk through [REDACTED]'s record.

BT: More complicated case. Payments were not made in timely fashion. Originally assessed as a non-resident, then reassessed as a resident, then assessed as non-resident. Overpaid tuition and fees, leaving credit on the account. Not sure why assessed as a non-resident twice. Did not pay for subsequent semester, but had balance from overpayment of previous semester. Assessed, removed from classes, never reinstated or paid. Had outstanding amount on the account. One year before the difference was satisfied.

ML: Fee payment information matches with student transcript.

BT: In Summer II 2003, fees were assessed, paid. A/R marked as non-returning student. Did not attend classes. Had overpayment on account.

RN: So A/R marked the student as did not attend?

BT: Checked into student record. Student was not there for the semester. Did not attend classes. (Explains remainder of [REDACTED] account history).

BT: Paid graduation fee on Feb. 26, 2003.

ML: (Walks through paperwork semester by semester).

ML: Fall 1996. Grades recorded, fees paid.

BT: Yes.

ML: Spring 1997. Course registration.

BT: Yes.

ML: Spring 1998. Courses registered, grades issued, fees paid?

BT: Yes.

ML: Summer 1998. Summer I – fees assessed, paid, grades delivered. Received incomplete.

ML: Fall 1998. Courses registered, grades delivered.

BT: Yes.

ML: Fall 2001. One course registered, fees paid?

BT: Yes.

ML: May 2003. Degree earned. Fee paid.

BT: Yes.

ML: Is February a normal time to pay a graduation fee?

BT: Yes.

RN: Fall 2002. Not on transcript, on payment.

BT: Registered for classes Fall 2002. In Fall 2002, someone put check into system for the wrong term.

RN: Nothing on transcript for Fall 2002. Law library fee for later semesters. Why did he pay two graduation fees?

BT: First graduation fee – MBA, second fee [REDACTED] Could ask A/R to verify.

RN: Is there anything that we didn't ask you that we should?

BT: Points out that did not talk about [REDACTED] for Heather Bresch.

RN: Did Heather Bresch pay [REDACTED]

BT: "[REDACTED]"

ML: [REDACTED]

BT: "[REDACTED]"

Interview ending time: 1:48 p.m.