

The Real Story Behind Long Cashier Lines

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I set my alarm for 6:30 a.m. so that I would get an early start. I wanted to be one of the first people in line. When I arrived, the line had already stretched to the sidewalk and wound part-way around the building. There was a light but steady drizzle, and many people had umbrellas. Some had children and babies in tow. What impending event could cause such a turn out? Garth Brooks? The Grateful Dead? Reggae Sunsplash? Not.

Try financial aid loan disbursement. Try tuition fee payment. The line we all love to hate. The above scene took place last spring. This fall, the line to gain an audience with a cashier provided a sweltering atmosphere beyond compare. I stood impatiently with all the other bad-tempered complaining students and wondered what I had done to deserve such ill treatment.

The bad news is that I got into a line that seemed shorter than usual at 3 p.m. Friday, August 27. I walked out the door to my car at 5:10 p.m. My brain felt as though it may be fried. I wasn't sure if I'd recover.

The good news is, even though it's a pretty hairy situ-

situation, our friendly neighborhood bursar is anxious to come to the rescue. UNLV's bursar is named Sharon Coomes, and she is in charge of the cashier department. During our conversation, Coomes readily admitted two-hour lines are not acceptable.

"It's ridiculous," she said shaking her head. After speaking with Coomes, I offer you the nitty gritty of the situation down at Maude Frazier Hall.

First of all, the majority of students in line at Frazier Hall either are picking up student loan checks, or paying tuition fees by cash. The bursar cautions against paying with cash; if the computer system goes down, there is no way of tracing a cash payment if one does not retain his or her receipt. If you pay by check or credit card, you can use the drop box located in Frazier Hall, or mail your payment. You can also use TOUCH to make your credit card payment.

Sometimes, a student will stand in the dreaded line just to ask a question. Why? Anyway, you can call, and there is an information booth set up which will most likely

be there again in the first weeks of the Spring '94 semester.

For those of you whom share my contention that the cashier's office never seems to utilize all or even *most* of the service windows, Coomes said that on August 23, 24, and 25, seven windows were in operation at certain points in the day. Split shifts, budgeting, and space constraints foil any further progression towards speedy

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and efficient service.

This was something I did not want to hear. Frantically, I made suggestions.

Is there anything else students can do? No.

Can additional part-time help be hired? Done it.

Can we make people with line passes use a line pass window? Maybe, but don't hold your breath.

"Okay, look. This is the proposal," Coomes said. "What I'm working towards right now is a situation in which no one will have to go to the cashier's office personally again."

Hey. This, I liked. Coomes said she is aiming

ter, needs to be given to Bud Benneman and Willie Romero. They were elected by the student populace, and I feel they have lived up to the expectations of the electorate. They are shining examples of what is needed in CSUN. And I hope that they can spread this unity and share their "eagle eyes" with others involved with CSUN. Many thanks to Bud and Willie for a job well done.

As a UNLV student, proud of the education I am getting, I'm likely to view this incident as a university oversight. The problem of communication flow abounds from the family home to fast growing universities. I don't expect that UNLV administrators would set out to deliberately dissatisfy its customers, the students. (Common sense says, "Don't bite the hand that feeds you.") After all, summertime is for vacations. As a student I will have to

towards payment totally by computer and mail.

"We can process a payment through TOUCH, or receive in the mail much faster than if someone comes through the line," she said. Coomes also mentioned a process called "Direct Lending" for student loan recipients. It was anticipated that the program would be ready for this fall, but plans fell through. With luck, it will be available in the spring.

"I'm not sure of the details," Coomes said, "but everything on our part would be done through the computer. Student loan recipients would receive a check in the mail, minus any fees." The idea is similar to the procedure currently in practice with financial aid grants. Students receive a check in the mail, minus any fees owed to the school.

I guess you could say that there were good intentions, but in the end we still had to get in line. While waiting, we may have been forced to engage in pointless conversation with the overly friendly co-line standers next to us despite being prominently engrossed in a novel. Although I feel a little better knowing some effort is being made to improve the situation, I'm still disgruntled. I can't say that I'm happy. A word of caution

concede on parking problems for a better university (I hope). That is the least I can do for my school.

On the other hand, guidelines are established to benefit all and are of no use to anyone if not followed. Even though David Hollenbeck states that parking re-allocation "doesn't need the approval of a committee", a memo should have been sent out to all committee members concerning the matter.

I expect that the professionalism of our university will learn from this, its second publicized mistake involved with parking, and avoid a third time. Classes are in session, tests remain, and *The Rebel Yell* is back again!

Now there should be no more good excuses for missing homework (or notification).

Thank you,
Mamie Lynn Howard
Engineering & Finance

though— don't lose it.

Some guy did so while I was in line. He was running around screaming about wanting to pay his tuition, and threatening university staff that had nothing to do with the cashier's office. He found himself unable to calm down and was arrested by University Police for disorderly conduct.

Relax. Don't do it.

Feel free, however, to make polite inquiries at the financial aid or bursar's office.

Roxanne Warren is a political science major and *Rebel Yell* columnist. Her column appears every Tuesday.

Another 'Yell' premiere, crossword puzzle for students of UNLV

The staff of the *Yell* is working tirelessly to serve the students of UNLV. A new feature for the paper starts today.

For the first time (as far as anyone remembers) the *Yell* will feature a crossword puzzle.

Yes, administrators and faculty will be pulling out their hair as students now have one more distraction from the relentless lectures.

We at the *Yell* don't condone loafing in class, but if you must, then read your independent student voice.

To start the first puzzle have these as a gift: 46 down is *instep* and 66 across is *spits*.

Touch

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Another twist came when she went to the registrar. Their transaction screen showed that Jennifer had added classes as well as dropped them. Bureaucratic run-around and the long lines of the registrar and cashier finally led her to someone who solved her problem.

Mishaps such as these will happen whether it is through "TOUCH" or the days of walking around the Thomas and Mack. Where there are people there are mistakes, and where there are 22,000 people all wanting an individualized schedule, problems will occur.

A hard copy may be a student's only salvation.

LETTERS TO THE EDITOR

Let the Driver Beware

Let me introduce myself... I'm a member of your parking enforcement. On behalf of myself and everyone that rides around in your genuinely issued golf carts, welcome. We're here for your convenience and for your complete parking pleasure. But I warn you as a friend in an all-cotton university-issued polo shirt, complete with a genuine embroidered silver-gray badge, don't park illegally!

As I (and other friends on the "force") are on a constant lookout for marauders invading your and other properly tagged vehicles' parking spots.

At the point of nabbing a wrongfully parked vehicle, I call into "homebase" in a veritable display of complete university training. I call homebase with my genuine university allocated walkie-talkie and have a "boot" slapped onto the right front tire (that's if they're repeat offenders...).

But we're here for you. We're efficient and we never wrongfully ticket. We're men in blue. We're bold. We're bored!

Give us respect, or in two weeks (*sic*, now one week) we will be ticketing heavily and for no real reason except for the fact that we couldn't get real jobs.

Christian G.

Senior, FIS

A JOB WELL DONE TONYA

Dear Editor,

I commend Tonya Lomeo for what seems like a well researched article, "Parking changed without notification." The article summarized the second parking rearrangement that went ahead without appropriate notification outlined in the Board of Regents Handbook. I think it was very intelligent for *The Rebel Yell* to give this article the attention it deserves with front page publication.

Further praise, which spurred me to write this let-