

Coconino Community College Business Office

Non-Academic Biennial Program Review 2019-2020

As stated in the Program Review from 2017-2018, the Business Office consists of multiple functions that support the College's mission through services that are provided to students, faculty, and staff. The Business Office plays a key role in financial sustainability, grant acceptance and management, student account management, and allowing all College departments to serve students in a way that is compliant with a myriad of federal, state, and local regulations and reporting requirements.

The Business Office strives for accountability, providing excellent customer service and communication, and transparency in processes and financial reporting. The Business Office allows College faculty and staff to focus on serving students by providing centralized support for business needs. In addition to supporting students, faculty, and staff, the Business Office provides public information to Coconino County residents through transparent financial reporting.

The Business Office exists to provide strong financial and operational support to students and the College and, as such, strives to grow, conserve, and allocate resources in support of the College's mission and vision

Beyond its primary objective, the goals of the Business Office are summarized by the acronym ACT! Each goal has objectives that help provide direction on goal implementation.

1. Goal 1: **Accountability:** The Business Office aims to be accountable for all work performed by our department.
 - Comply with current federal and state laws governing educational institutions
 - Monitor changes in laws and regulations
 - Respond in a timely, clear, and helpful manner to customer's requests
2. Goal 2: **Customer Service/Communication:** The Business Office will provide excellent customer service and communication to all internal and external customers.
 - Standardize procedures to improve efficiency and reduce complexity
 - Present a stable and excellent working environment, reward and celebrate teamwork
 - Provide relevant information to customers and meet expectations
 - Cross-train employees to ensure consistent customer service delivery
3. Goal 3: **Transparency:** The Business Office strives to be open and informative in its practices and provide clear and concise information.
 - Maintain accessible policies and procedures that are easy to understand
 - Promote a culture of openness, trust, diversity, and equality

The Business Office mission and goals align with the goals of the College's strategic plan in several ways. Without a strong team managing day-to-day business and financial functions on behalf of all College faculty and staff, the College would not be in a position to implement the goals, objectives, and tactics outlined in the strategic plan.

Years Two and Four of the Program Review Cycle

The Business Office biennial review will consist of an update to the Program Review Recommendations/1-3 Year Goals and a review of student service evaluations for the last two years, along with any recommended future actions. There will be a Status update for each goal along with additional detail explaining how the Status was reached. If the Status is "Withdraw the goal," additional information will be provided as to how and why that decision was reached.

The four-year review will consist of a similar status update and a review of any updates to the recommendations from the review of student services.

Business Office 1-3 Year Goals

The Business Office established 16 goals for the three-year period beginning in 2017. These goals were prioritized based on the impact they have on students and other customers. For the biennial review, each goal is reviewed and an update provided.

Goal #1: Work with Human Resources (HR) to implement Banner Faculty Load and Compensation (FLAC)

Description: Implementing FLAC will help avoid pay errors and standardize faculty pay. HR is the primary department working on this project, but it is important to accurate and timely pay processing

Timeframe: Fall 2018 (Updated: Spring 2022)

Resources: This can be completed with the existing staffing and budget

STATUS: In process. While the importance of completing this project remains a very high priority, it cannot be implemented until at least two other projects are completed, (1) a move to online time entry for payroll and (2) the use of true electronic PAFs (ePAFs) for Personnel Actions. On-line time entry is addressed next. The implementation of electronic PAFs would be the next step after on-line time entry and before FLAC's implementation.

Goal #2: Implement on-line time and leave entry

Description: Implementing on-line time and leave entry will significantly reduce paper processes and reduce the opportunity for pay errors. This will be a collaborative project with HR

Timeframe: December 31, 2019 (Updated: December 31, 2021)

Resources: This can be completed with the existing staffing and budget. Banner 9 implementation for the HR module is required

STATUS: In test mode. Implementation was dependent on the rollout of Banner 9 which took several months. Testing of on-line time entry began in January 2020 and is proceeding with a test group. There are still several bugs to work out but it appears that, one by one, they are being resolved. The plan is to evaluate the overall time entry program and results by fiscal year-end. If the overall response is positive, the program will be rolled out to all employees in July of 2020. Final implementation, however, is dependent on the successful rollout of the Banner 9 Communications Manager which is currently not working.

Goal #3: Implement automated purchasing card reconciliation software

Description: Implementing an on-line purchasing card reconciliation software will reduce paper and provide easily accessible receipts for cardholder reference. It will allow budget managers and cardholders to access their transactions when performing budget monitoring

Timeframe: December 31, 2018

Resources: This can be completed with the existing staffing and budget. A pilot implementation began in early 2018

STATUS: Completed. In early 2018, the purchase card vendor was changed from Bank of America to Wells Fargo Bank (WFB) with a total transition completed in October 2018. The WFB system is much more robust and tracks not only the accounting for p-cards but the actual copies of receipts as well. Copies are kept in the Cloud, thereby reducing paper use and allowing better accessibility.

Goal #4: Provide on-line enrollment for student direct deposit

Description: Implementing an on-line direct enrollment for students could help increase direct deposit enrollment for the College, and provide students an easy mechanism for viewing their enrollment and making changes

Timeframe: December 31, 2019

Resources: This can be completed with the existing staffing and budget. Banner 9 implementation for self-service is required

STATUS: Partially completed. A secure upload has been created which allows students to sign-up for direct deposit via Banner Self-Service. At present, however, there is no secure method that allows for viewing of enrollment set-up and allowing changes. This will continue to be assessed.

Goal #5: Implement on-line sales and payment for miscellaneous charges

Description: Implementing on-line sales and payments for miscellaneous charges allows the College to provide 24/7 service to students. It will reduce traffic at the student accounts desk and enhance customer service for students.

Timeframe: December 31, 2018

Resources: This can be completed with the existing staffing and budget. This project is currently underway and is being modified as feedback is received

STATUS: Completed via implementation of CashNet payment software. Calculator rental, parking permits and re-tests can be paid on-line. The ability to pay for copies can also be added. Bus passes, the only other common miscellaneous charge, cannot be added to the system because some bus passes are free and some not. An additional screening is required in order to procure a bus pass.

Goal #6: Implement a new form to create transparency in 3rd party authorizations and billing

Description: Changes to the 3rd party authorization will provide better clarity for students and more accurate 3rd party payment processing

Timeframe: Fall 2018

Resources: This can be completed with the existing staffing and budget. Form revisions have been made and are ready for fall implementation

STATUS: The form has been created but not yet implemented into the process. The concern here is that it is already difficult to get the very basic necessary software to facilitate the 3rd party payments. Requiring an additional form could delay the process even more. Holding off on implementation while this continues to be researched. Need to investigate how other community colleges are managing this process.

Goal #7: Create student account training videos

Description: Videos that students can access on line to walk them through student accounts processes will allow the Business Office to provide 24/7 service to students.

Timeframe: December 31, 2018

Resources: This can be completed with the existing staffing and budget. Training and assistance from the Teaching and Learning Center will be needed to assist with video creation

STATUS: In progress but not live. Most of the work to create these videos has been completed but, at present, not sure of the value of the videos and whether or not they would be used. Will discuss with other departments and determine if the College, as a whole, will be using these types of instructional videos going forward.

Goal #8: Implement a storefront site for non-student charges and payments

Description: Implementing a dynamic storefront site will allow students and non-students to have a “shopping cart” experience for miscellaneous payments that are currently required in-person

Timeframe: June 30, 2019

Resources: This can be completed with the existing staffing but will require budget resources to cover any site design and payment processing fees

STATUS: Completed via implementation of CashNet payment software for students (See #5). For non-students, the only miscellaneous charge that could be used in a storefront setting is proctored exams which are usually paid for at the time of the test. However, the College is in the process of adding CourseStorm, an on-line, not for credit course registration system. This system will allow non-students to sign up and pay for proctored exams on-line.

Goal #9: Implement text communications with students

Description: Student accounts currently communicates via phone and email with students. Adding text should help give students better information and increase response rates to queries.

Timeframe: December 31, 2019 (Updated: Spring 2022)

Resources: This can be completed with the existing staffing but will require software with text capability. It is hoped that the College will acquire Client Relationship Management (CRM) software that will have this capability.
STATUS: Not started but under much discussion campus-wide. A much broader goal than just for Student Accounts. The College is evaluating how to proceed as there are many technological and security challenges involved with this implementation. The CRM purchase (Salesforce) did not solve this challenge and the true solution will likely be expensive.

Goal #10: Use electronic signature and electronic forms capability to build forms that integrate with Banner and provide approval workflows

Description: Moving from paper forms to automated forms will help enhance the customer experience for their interactions with the Business Office. Forms that could be made electronic include the Public Benefit Form, Travel Request, Travel Claim, and Direct Invoice requests.

Timeframe: December 31, 2020

Resources: This will require software with the capability to create forms and perform workflow routing. It may require consulting resources for implementation and training.

STATUS: Ongoing. Some forms have been automated but others are proving more challenging. Also which forms to automate changes over time. This process will continue indefinitely.

Goal #11: Pilot a collections/network access initiative with ITS, evaluate effectiveness, and recommend future direction

Description: The College will pilot an idea that was brought back from another school regarding collections management. This is a collaboration with ITS and should decrease delinquencies.

Timeframe: Spring 2019

Resources: This can be completed with the existing staffing and budget. The pilot will be run in Fall term, and success and implementation will be decided by spring 2019.

STATUS: Withdraw the goal. After much discussion, it was decided this was not only impractical but quite difficult to implement due to technical constraints. Its effectiveness as a true Collections tool was also called into question.

Goal #12: Work with Facilities and Security to implement new parking software

Description: Bosscars support is ending, and new parking software is needed

Timeframe: December 31, 2019

Resources: This can be completed with the existing staffing but new software is required. Facilities and Security will lead the implementation and the Business Office will support implementation by testing information that posts to student accounts.

STATUS: Completed. New software (T2 Systems) implemented in December 2018 for the spring term.

Goal #13: Use new student payment software to enhance billing practices

Description: Recently implemented Cashnet software has additional capabilities that can make student invoicing timely and provide a more professional look to student bills.

Timeframe: June 30, 2019

Resources: This can be completed with the existing staffing and budget

STATUS: Completed. eBills were implemented, through CashNet, in the summer of 2019.

Goal #14: Implement the tax intercept program

Description: The tax intercept program would increase collections and reduce student account delinquencies

Timeframe: December 31, 2019

Resources: This can be completed with the existing staffing and budget

STATUS: Enrolled. The Business Office activated the tax intercept program in December 2019, to begin with the Summer term of 2020. In the meantime, the website and the Financial Responsibility agreement have been updated to reflect the use of this program and staff have been informed of its upcoming implementation.

Goal #15: Implement pay cards

Description: Pay cards will replace payroll check to provide cost savings to the College

Timeframe: December 31, 2019

Resources: This can be completed with the existing staffing and budget

STATUS: Withdraw the goal. Pay cards are not a good replacement for pay checks. They are often lost which would mean additional dollars and administrative work for payroll and there are advantages and disadvantages to having to work with an eCommerce vendor to run the program (e.g., MasterCard or VISA). While running live pay checks is not ideal either, it is within our direct control and the cost of replacing a lost pay check is likely comparable to replacing a pay card. The best solution continues to be to steer all employees towards direct deposit. Review again at four-year review.

Goal #16: Use ARGOS for more student account reporting and management

Description: Student accounts runs reports and combined information to manage collections and billing. This information could be pulled together using ARGOS functionality to make collections review more efficient

Timeframe: June 30, 2019

Resources: This can be completed with the existing staffing and budget

STATUS: Ongoing. ARGOS reports are being used more and more, with the number of reports increasing regularly. Further utilization is still recommended.

Evaluation of Student Services

The review and assessment of how the Business Office supports and better students' experiences at CCC is a continuous process. This is particularly apparent in the area of Student Accounts where interaction with students is an expected and regular occurrence. But other areas also impact students. The most obvious touch points are addressed below.

Student Accounts

Over the last two years, Student Accounts has seen significant changes as full implementation of the CashNet software platform has taken place. CashNet offered a "one stop" shopping solution by allowing for consolidation of several different functions. In addition to converting all of our eCommerce functionality (including credit cards which had been run separately through QuickPay) over to CashNet, and using only CashNet for student payment plans (no more FACTS), eBills and electronic statements are being generated, and student access to 1098T forms is also available through CashNet. It also allows for online payments and the ability to pay for miscellaneous charges online, like parking permits.

The decision to go to CashNet was primarily due to software changes, as the industry was rapidly changing when the contract with NelNet expired. CashNet offered not only a more fully integrated package with the capability to do more but they had something unique, the ability to allow students to pay in person, and for those transactions to be reflected on their accounts in *real* time. Surprisingly, none of the other major competitors offered this option and CCC felt it was very important to allow students to pay their bills and connect in person, as opposed to just offering a kiosk solution, and for those payments to reflect on their accounts in real time.

Additionally, Student Accounts is about to implement a new collections method by (re)enrolling in the Arizona Debt Set-Off program. Other community colleges in the state have successfully implemented this method of collections. There is no additional cost to the student to use this method (unlike going through more traditional collection methods, i.e., collection agencies) and it could be more effective than using collection agencies. CCC is vetting this out to students and staff in anticipation of implementing the program as part of the 2020 Summer term.

Student Accounts has grown and is no longer just a subsection of the Business Office; it now has its own cost center under the Student Services program area, though still functioning within the Business Office. This decision seemed to make sense as (1) it has its own discrete costs and (2) it directly services students almost exclusively. Additionally, in

an effort to fully serve CCC's students, the staff has been expanded to include two full-time Student Account Representatives, ensuring coverage of the cashier desk at all times when the College is open for business.

Budgeting

CCC strives to create as open and transparent a budgeting process as possible. (See the Budget Development Process in the Budget Book for any year.) One of the major decisions that is the cornerstone of any new budget is what to charge for tuition. As part of the information gathering to create the new budget, many internal and external groups are engaged. Students are engaged by surveying their opinions regarding possible tuition increases and the amount of the increase. Gathering student voices in this process has always been a challenge. In the past, the Business Office has engaged in student forums or spoken with student clubs to seek opinions and thoughts. (See Appendix A.) These attempts have all had only limited success, even with the promise of snacks. This year students were engaged by means of an online survey, with gift card incentives. The results were much more effective, with hundreds of responses and some good, strategically targeted information received as a result. (See Appendix B.) It remains to be seen if this technique will be the best to gather student opinions, however.

Other Support Services

Accounts payable and payroll functionalities impact those students who either receive grants and refunds associated with financial aid and those who are student workers. The student is best supported by efficient payment methods. The more readily available ability to sign up for direct deposit has made receiving payments much easier for the students. Also access to payroll online should facilitate a more hassle-free method for inputting time and ultimately getting paid. The more electronic options CCC can offer students, the less time they have to spend commuting to the College just to complete paperwork, or waiting in lines, or filling out paper forms.

Conclusion and Recommendations

Students are best served by methods that are, in reality, best practices. Over the last two years, many small and larger changes have facilitated student access to information and ability to process paperwork more quickly and efficiently. The Business Office continues to seek methods to improve access and efficiency. The one area that continues to be a challenge is the gathering of student opinions and their voices, student communication in general. While the online survey with an incentive appears to have had some success, it may not always be the best method. Once a texting solution has been found, this may be less of a barrier. But for now, this remains a challenge. It is recommended that this be examined by not only the Business Office but other areas as well, both academic and non-academic.

Revised 12/15/2020

APPENDIX A

Coconino Community College
Results of February 2019 tuition survey as part of FY20 Budget work.

Summary of Student Forums and Club Meetings

Number of students who saw presentation: 41

The Business Office “team” went to seven different club or forum events to present tuition and budget information for FY2020 to students and to solicit their feedback. The majority of the students felt comfortable with \$2 to \$4 per credit hour increases in tuition and a few even expressed relief that the potential increases were so low. A few students said that compared to NAU, we were a bargain. The only group that was particularly concerned about any increases were members of the ALAS club. As it turned out, those who objected were DACA students who are statutorily obligated to pay out of state tuition rates and are not eligible for federal assistance. One of them did say that if they could pay in state tuition, a \$2 increase would be okay.

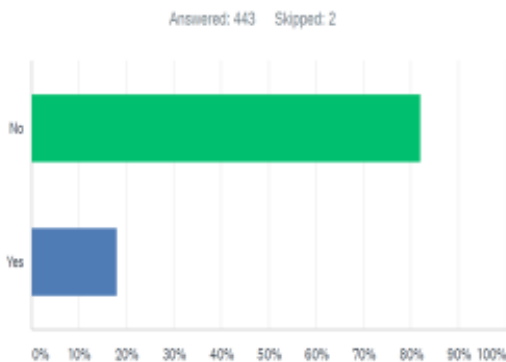
APPENDIX B

Coconino Community College

Results of February 2020 tuition survey as part of FY21 Budget work. Survey sent to all students (3,453). 13% (445) responded.

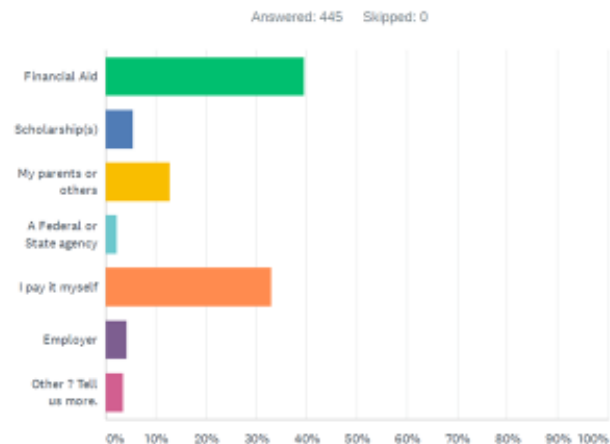
Tuition Survey

Q: Are you aware of a tuition increase this year?



Half of the 18% of students that were aware of the tuition increase said it had no impact on them.

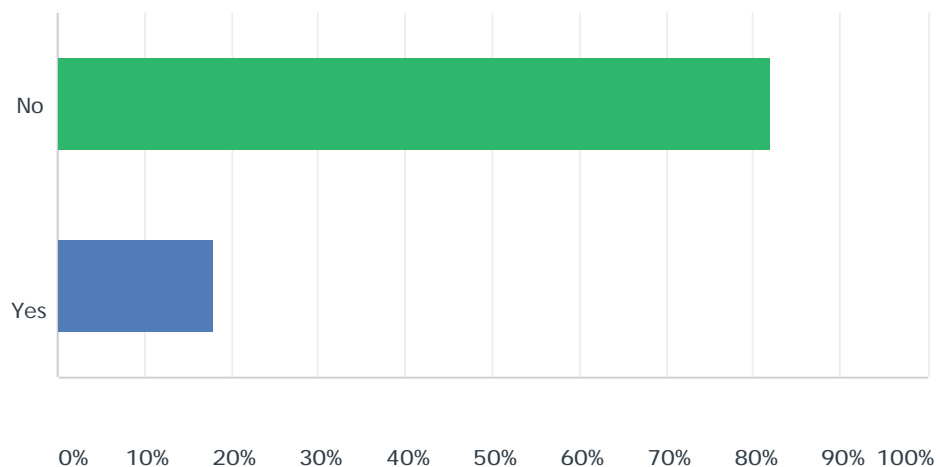
Q: Choose the one that best describes how you pay for most of the costs associated with being a CCC student?



Raw data:

Q2 Are you aware of a tuition increase this year?

Answered: 443 Skipped: 2



ANSWER CHOICES		RESPONSES	
No		81.94%	363
Yes		18.06%	80
TOTAL			443

Q3 Please tell us if and how this tuition increase impacted you.

Answered: 79 Skipped: 366

#	RESPONSES	DATE
1	not greatly but still frustrating	2/9/2020 8:01 PM
2	Hard. I am on a limited income	2/9/2020 7:54 PM
3	I might have to take fewer classes each semester.	2/8/2020 6:04 PM
4	The tuition increase did not make an impact on my budget and it is because I am only taking two classes this semester.	2/8/2020 10:50 AM
5	I still took the class anyway	2/7/2020 7:13 PM
6	It made it harder to travel to class. I'm taking it online.	2/7/2020 12:23 AM
7	It impacts me, in that, I wish the community would offer more support to CCC on the ballet. CCC provides training for workers ready to preform a number of valuable services to the community.	2/6/2020 10:40 PM
8	The increase in tuition affected me because even though I have received some financial aid, I still have to pay for a big part of my classes. This means that I have to work more in order to pay, which also means that I have less time to focus on school.	2/6/2020 6:40 PM
9	It didn't really impact as much as it would other students because my tuition is covered	2/6/2020 2:37 PM
10	Currently my tuition is still covered by the financial aid I receive from my Federal Pell Grant	2/6/2020 1:32 PM
11	It seemed like a very small tuition increase, so it didn't create a financial hardship. Books and lab kits, on the other hand, seem to have increased in cost significantly.	2/6/2020 1:25 PM
12	negatively	2/6/2020 12:25 PM
13	n/a	2/6/2020 12:05 PM
14	My husband was unable to attend college this year due to the tuition increase. We were only able to pay for my intuition.	2/6/2020 10:36 AM
15	No	2/5/2020 1:56 PM
16	Negatively, the fact that college tuition keeps increasing is terrible to me. College is already so much money and the fact that it increases every year??? I don't think college tuition should be as high as it is right now in general	2/5/2020 1:04 PM
17	not at all, we already have enough money	2/5/2020 12:17 PM
18	It didn't	2/4/2020 10:06 PM
19	It don't have a lot of classes this semester, so it didn't impact me that much.	2/4/2020 8:29 PM
20	I cannot take all the classes I would like to because I can't afford to pay for them all	2/4/2020 7:11 PM
21	The increase is expected every year. Luckily, I was able to get financial aid	2/4/2020 12:50 PM
22	I , as well as many other students, are DACA or undocumented students, which means our tuition price is out of state automatically, even if we have lived here for years. It limits the number of classes we can take per semester . A single 3 credit hour class can cost us a bit over \$1,000. If you were to take two classes it'd be almost \$3,000. Limiting us the amount of classes as well as slowing us down to get to our graduation date. Those are some of the reasons on how it has impacted me.	2/3/2020 10:26 PM

23	It has decreased the amount that I get back that allows for me to help pay for extracurricular or afford my dorm/meal plan at NAU (I am a CCC2NAU Student)	2/3/2020 8:08 PM
24	I will pay some cash this year to attend college.	2/3/2020 7:37 PM
25	just slightly	2/3/2020 6:37 PM
26	It Manager	2/3/2020 5:31 PM
27	My budget is now pushed more towards school, rather than other, more important things	2/3/2020 4:49 PM
28	I added another class to take this semester so I am a step closer to reaching my personal goal of graduating less than 2 years from the community college. Therefore I received less from my financial disbursement, I use the money to commute from Tuba City every day along with the other necessities that I may need throughout the spring semester.	
29	No impact.	2/3/2020 12:05 PM
30	The cost was a little more, but financial aide gave me enough. As well as I just paid for the parking pass.	2/3/2020 11:45 AM
31	Yes, this tuition increase has had an impact on me.	2/3/2020 11:41 AM
32	The increase happened at the wrong time for me, i will start paying for my tuition with a minimal wage job. This will be hard for me to handle without getting a loan but im also thankful that im not having to pay for a university tuition.	2/3/2020 11:35 AM
33	My financial aid did not cover the cost of tuition.	2/3/2020 11:01 AM
34	It made it harder for me to afford rent and made me think a little bit more about which classes I would enroll in.	2/3/2020 7:27 AM
35	It was understandable and it made sense of the tuition increase. I mean it's my first year here, and it's Flagstaff, of course it's going to be pricey. But hey, anything to earn that degree.	2/2/2020 11:05 PM
36	I'm having a hard time affording to pay for my home and tuition at the same time. that is why I had to apply for another student loan.	2/2/2020 7:58 PM
37	It made my classes just slightly more expensive.	2/2/2020 7:34 PM
38	It has impacted me because now my bills are higher than they were before.	2/2/2020 6:34 PM
39	It did not	2/2/2020 5:49 PM
40	Well its a great transition from high school to a community college. Its well structured for students in my path.	2/2/2020 3:10 PM
41	Tuition increase could affect my education. I receive financial aid but if it continues to increase I won't be able to attend school anymore.	2/1/2020 10:59 PM
42	It did not impact me much, since this is my first year at CCC	2/1/2020 10:09 PM
43	I had to paid more. I have two jobs and I'm taking online classes so i can have time to work and be able to pay my rent and tuition	2/1/2020 8:40 PM
44	I don't like the tuition increase because it impacts my finances to be more strict. I also understand the need increase tuition but don't like the impact it has made on some students not being able to afford school after the increase.	2/1/2020 5:25 PM
45	That's no impact on me	2/1/2020 3:30 PM
46	I am taking classes both at CCC and NUA so it impacted me and I noticed the difference	2/1/2020 3:22 PM
47	This increase made it a little more difficult to make the full tuition cost because of being left over with basically nothing for living costs	2/1/2020 2:23 PM

48	its caused a financial strain on my family	2/1/2020 12:45 PM
49	.	2/1/2020 12:26 PM
50	It has not.	2/1/2020 11:37 AM
51	It hasent	2/1/2020 10:31 AM
52	Well, I decided to take part time due to cost and set up a payment plan	2/1/2020 10:13 AM
53	impact of all the student and community faculty at NAU	2/1/2020 9:05 AM
54	books cost went up.	2/1/2020 9:01 AM
55	I had to work hard to pay for the tuition increase so I could go onto higher education.	2/1/2020 8:43 AM
56	It does not impact me due to this being my last semester at CCC.	2/1/2020 3:01 AM
57	I can afford it for the time being. But I have to do some more work if I want to enroll in more courses.	2/1/2020 12:17 AM
58	I have no code about it at all.	1/31/2020 11:56 PM
59	took the year off.	1/31/2020 11:35 PM
60	It didn't	1/31/2020 8:49 PM
61	My Pell grant was just enough to cover tuition.	1/31/2020 8:31 PM
62	The tuition increase impacted me in the way that my husband was unable to go back and pursue his degree. Because we only had enough funds to afford my tuition and books.	1/31/2020 7:37 PM
63	Not really impacted.	1/31/2020 7:10 PM
64	It makes it harder for me to pay for school since I only receive one small scholarship this semester .	1/31/2020 5:48 PM
65	Since I was not eligible for Fin. Aid this year it is more that I have to pay out of pocket. Impact funds for moving when I have completed my degree.	1/31/2020 5:41 PM
66	I had to take more out in student loans	1/31/2020 5:20 PM
67	I got less money back from financial aid.	1/31/2020 4:49 PM
68	It will not impact me a little because majority of my books are covered.	1/31/2020 4:49 PM
69	It did not.	1/31/2020 4:45 PM
70	It has not impacted me much personally. I have two dependents and I am fortunate that FAFSA has helped me.	1/31/2020 4:45 PM
71	I did not know about them so it didn't have much impact on me	1/31/2020 4:40 PM
72	Since I'm having to pay out of pocket, it makes it harder to pay for other living expenses.	1/31/2020 4:31 PM
73	I'm even more broke than I was before	1/31/2020 4:22 PM
74	The fact of the matter is, I didn't really have a choice did I? Just like voting against the most recent APS bill, it still passed and I still have to pay a higher bill. If I thought the increase was going to anything better than "expansion" I probably would be far less bothered by it.	1/31/2020 4:11 PM
75	It will impact me in the future when I am able to start paying off my student loans.	1/31/2020 4:04 PM
76	A little more of my financial aid went to my classes, which is fine because I have enough financial aid but for others it could mean less classes they can take	1/31/2020 4:03 PM
77	adsfh	1/27/2020 8:58 AM

78	I had to sacrifice a burrito.	1/24/2020 2:32 PM
79	my parents paid for it	1/22/2020 1:06 PM