



CASE STUDY

Modernizing Student Payment Operations at Campbell University

Institution Overview



1887

Founded



North Carolina

Location



5000+

Student Population



Ellucian Colleague

SIS Integration

Campbell University is a private, comprehensive institution with a strong focus on financial stewardship, operational reliability, and student service. Tuition revenue plays a critical role in supporting academic programs, making the accuracy, stability, and integration of payment systems essential.

The Bursar's Office oversees billing, reconciliation, and revenue reporting, while IT Services supports enterprise integrations and system availability. Any disruption to tuition payments directly impacts staff workload, reporting accuracy, and the student experience.

The Challenge: Accumulated Friction and Manual Work

Campbell University had been using its previous tuition payment platform for more than a decade. Over time, recurring connectivity issues, service interruptions, and limited automation created increasing operational strain.

Instead of a single breaking point, a series of small inefficiencies compounded over time, creating broader systemic challenges.

Key challenges included:

- ✓ Frequent service disruptions during critical billing periods
- ✓ Manual reconciliation caused by payments posting to clearing accounts
- ✓ Fragile, outdated Ellucian Colleague integration
- ✓ Heavy IT involvement in day-to-day payment troubleshooting
- ✓ Increased student and family inquiries due to access and workflow issues

"Our processes were far less efficient than they needed to be. Reconciliation took too long, and frequent connectivity failures added stress and risk to our daily operations."

— Deborah Gibbs, University Bursar

Key Stakeholders

- ✓ Deborah Gibbs, University Bursar
- ✓ Josh Tate, Programmer Analyst & OnBase Administrator
- ✓ Manuel Cordero, Senior IT Project Manager

"Colleague integration wasn't treated like an add-on. It was clearly built into the platform."

Manuel Cordero

Senior IT Project Manager



Implementation & Go-Live Experience

Given past experiences with multi-year implementations, the Campbell team approached deployment cautiously. That skepticism was quickly alleviated.

- ✓ Core functionality deployed in weeks, not months
- ✓ Daily collaboration between Finance, IT, and PayMyTuition
- ✓ Phased rollout prioritizing student account payments, payment plans, financial aid, and refunds
- ✓ Hands-on Colleague expertise throughout testing and validation
- ✓ Active coordination with third-party processors and gateways

Challenges related to application fees and deposits were addressed collaboratively, resulting in workflows that exceeded previous capabilities.

“We came from an implementation that took years. This one took about two and a half weeks.”

— Manuel Cordero, Senior IT Project Manager

“This was one of the smoothest, most organized implementations I’ve been part of in over a decade.”

— Josh Tate, Programmer Analyst & OnBase Administrator

Life After Go-Live: Measurable Impact

Following go-live, Campbell University experienced immediate and meaningful improvements across operations.

Operational outcomes:

- ✓ Significant reduction in manual reconciliation
- ✓ Cleaner, more reliable posting in Ellucian Colleague
- ✓ Fewer payment-related incidents and escalations
- ✓ Reduced IT operational overhead

“Our workload dropped by at least 50%. It fundamentally changed how our office operates.”

— Deborah Gibbs, University Bursar

About PayMyTuition

PayMyTuition, part of the MTFX Group, provides higher education institutions with fully integrated, automated solutions for student payments, payment plans, refunds, and marketplaces—deeply embedded within leading student information systems.

To learn more, visit www.paymytuition.com

Defining What “Better” Looked Like

Before evaluating vendors, Campbell University aligned finance, IT, and leadership on what success should look like.

The goal was not simply to replace software, but to eliminate friction and restore confidence across payment operations.

Success was defined by:

- ✓ True, real-time integration with Ellucian Colleague
- ✓ Significant reduction in manual reconciliation
- ✓ Operational stability during peak billing cycles
- ✓ A noticeably improved student and family experience
- ✓ A vendor willing to act as a long-term partner

“This wasn’t about one failure. It was accumulated friction — manual steps, extra oversight, and growing risk over time.”

— Manuel Cordero, Senior IT Project Manager

Why PayMyTuition

Campbell University evaluated multiple tuition payment solutions, including both generic payment platforms and higher-education-focused vendors.

PayMyTuition stood out through both its technical architecture and its approach to partnership.

What set PayMyTuition apart:

- ✓ Colleague-first architecture integration was core, not an add-on
- ✓ Deep higher-education expertise across finance and IT workflows
- ✓ Consultative evaluation process that anticipated challenges early
- ✓ Strong peer references from similar Colleague institutions
- ✓ Confidence in both platform and people

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“They often came to us with solutions already thought through. That level of preparation stood out.”

Josh Tate

Programmer Analyst & OnBase Administrator



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