

CASE STUDY

Transforming Student Payments at Meredith College with PayMyTuition

The Challenge: Manual Processes and Student Frustration

Before partnering with PayMyTuition, Meredith College faced significant challenges managing tuition payments and payment plans.

- ❑ **Disjointed Payment Plans:** Students were required to leave their portal and log in to a third-party platform to set up payment plans.
- ❑ **Manual Reconciliation:** Staff manually reviewed 200–300 student accounts monthly to ensure charges and credits were reflected correctly.
- ❑ **Inefficient Refunds:** Returned checks and related processes were handled manually, consuming time and creating errors.
- ❑ **Limited Integration:** The lack of real-time Colleague integration caused delays and administrative inefficiencies.

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"Our previous process wasn't real-time with student accounts. I personally had to go through hundreds of accounts every month to make sure everything was updated."

Kristin Rosario
Student Accounts

MEREDITH
COLLEGE

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Institution Overview

Founded in 1891, Meredith College is a private liberal arts institution located in Raleigh, North Carolina. Meredith enrolls roughly 1,500 undergraduates and about 2,000 students in total, including graduate programs. The college operates on **Ellucian Colleague** as its Student Information System (SIS).

The Solution: Direct Colleague Integration and Automation

Meredith College selected **PayMyTuition's Full Solution Suite** to automate tuition payments, payment plans, and returned check handling—all within their existing Colleague environment.

Key reasons for choosing PayMyTuition included:

- ❑ **Seamless Colleague Integration** that kept students within their portal.
- ❑ **Ease of Use** through real-time automation and simplified processes.
- ❑ **Responsive Support** from the PayMyTuition team during deployment.
- ❑ **Operational Efficiency:** Enabled automation that reduced manual intervention and improved accuracy across payment processes.

"PayMyTuition offered exactly what we needed — a seamless, user-friendly solution that integrated directly with Colleague and simplified the entire payment experience for our students."
— **Nancy Cline**, Director of Accounting

Implementation & Partnership

Despite tight timelines, the solution went live in **under two months**.

- ✓ **Collaborative Rollout:** Weekly meetings ensured smooth onboarding and rapid resolution of issues.
- ✓ **Hands-On Support:** PayMyTuition's team guided Meredith's staff through configuration and training.
- ✓ **Continuous Improvement:** The college is now working with PayMyTuition to create documentation and guides to support future semesters independently.

"From day one, the PayMyTuition team was incredibly hands-on. Their expertise and responsiveness made it easy for our staff to feel confident throughout implementation."
— **Nancy Cline**, Director of Accounting

The Results: Efficiency, Automation, and Happier Students

Since implementation, Meredith College has seen measurable improvements across operations:

- ✓ **Reduced Manual Work:** Automated updates and real-time integration have eliminated hours of manual reconciliation.
- ✓ **Operational Continuity:** Even after staff reductions, the business office maintained efficiency thanks to automation.
- ✓ **Enhanced Experience:** Parents and authorized users now receive automatic notifications and can manage payments directly through the portal.
- ✓ **Simplified Reconciliation:** Finance staff can now generate complete reports in just a few clicks.

"The automation has been a game changer for our office. We've drastically reduced manual work, and even with fewer staff, our processes are running smoother than ever."
— **Kristin Rosario**, Student Accounts

The Future: Continued Innovation

Meredith is now exploring additional features such as:

- ✓ **Template-Based Communications** for easier family outreach.
- ✓ **Text Messaging and Read Receipts** to improve engagement.
- ✓ **Potential Refund Enhancements**, including check printing directly through PayMyTuition.

About PayMyTuition

PayMyTuition, part of the **MTFX Group**, provides higher education institutions with fully integrated, automated solutions for tuition payments, refunds, and payment plans.

To learn more, visit www.paymytuition.com.

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"With PayMyTuition, we've modernized how students and families manage payments, and we're excited to keep building on that progress with new features."

Nancy Cline

Director of Accounting

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