





# 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.

"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

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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

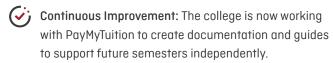
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### Implementation & Partnership

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





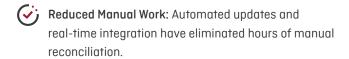


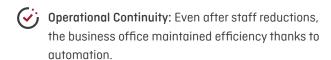
"From day one, the PayMyTuition team was incredibly hands-on. Their expertise and responsiveness made it easy for our staff to feel confident throughout implementation."

- Nancy Cline, Director of Accounting

# The Results: Efficiency, Automation, and Happier Students

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





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:



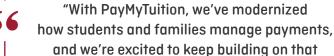
Text Messaging and Read Receipts to improve engagement.

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.



progress with new features."

#### **Nancy Cline**

**Director of Accounting** 

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