





# Transforming Student Payments at Olds College with PayMyTuition

#### The Challenge: Limited Options

Olds College faced significant challenges with its previous student payment solution, which offered only the most basic functionality:

- Restricted Options: Only credit cards (high fees) or bank transfers (manual reconciliation).
- Missing Features: No Interac, eRefunds, cashiering, or payment plans.
- Manual Workload: Hours of posting, reconciliation, and adjustments.
- Student Frustration: Limited options for payment plans and e-Transfers.
- Compliance Risks: Fraud, chargebacks, and PCI issues, sometimes escalating to disputes.

"Our previous solution was bare bones.
Only credit cards, no Interac, no payment plans,
no eRefunds. Everything was manual
and labour-intensive."

#### Joe Guenther

IT Director



#### Olds College of Agriculture & Technology



1913 Founded



~3,500

Student Population



Olds, Alberta
Location



Ellucian Banner
SIS Integration

# The Solution: Choosing PayMyTuition

Olds College's RFP prioritized tight Banner integration. PayMyTuition delivered with a live demo inside Banner, proving functionality.

## Why PayMyTuition?

Real-time Banner integration.

Expanded payment options, including Interac.

Built-in fraud and compliance controls.

Transparent proof through live demos.

""You didn't just tell us — you showed us."

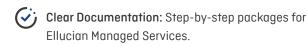
- Joe Guenther, IT Director

"Seeing it work live in Banner made a huge difference."

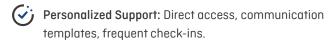
- Cindy Orr, Associate Registrar

#### **Deployment & Implementation**

Implementation with PayMyTuition was smooth, collaborative, and exceeded expectations.







Rapid Problem-Solving: Same-day fixes and updates.

"Troubleshooting was solved in real time — no waiting days for answers." – Mark Geiger, Systems Analyst

"The personal connection stood out. PayMyTuition truly cared."
– Joe Guenther, IT Director

#### Reflections & The Future

Looking back, Olds College identified three aspects as most valuable:

- 1. Seamless Banner Integration
- 2. Flexible payment options that saved time and money
- 3. Outstanding support and responsiveness

As they look ahead, the college is exploring:

Sponsorship modules for third-party funding.

( Expanding into campus services and farm operations

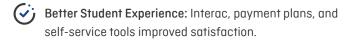
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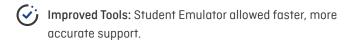
"This project is about reimagining how we serve students and preparing for the future." – Dillon Andrus-Dobbs, Registrar

### **Early Outcomes and Wins**

Since going live, Olds College has seen immediate improvements:







"The student emulator is an enormous help. We can now guide students directly." – Cindy Orr, Associate Registrar

#### **Post-Go-Live Support**

Support continued beyond launch with weekly touchpoints, optimization, and training.

"This has been the opposite of the usual — constant support and answers when needed." – Cindy Orr, Associate Registrar

#### Conclusion

By implementing PayMyTuition, Olds College has transformed its student payments landscape. What was once a patchwork of manual processes and student frustrations is now a streamlined, secure, and student-friendly system deeply embedded into Banner. The partnership continues to evolve, with new opportunities for innovation already on the horizon.









