

# CASE STUDY

## 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.

- ✓ **Clear Documentation:** Step-by-step packages for Ellucian Managed Services.
- ✓ **Custom Development:** Fast integrations with ApplyAlberta and MyTradesecrets.
- ✓ **Personalized Support:** Direct access, communication templates, frequent check-ins.
- ✓ **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

"This was bigger than Olds College — it impacts the sector. PayMyTuition has been a fabulous partner."  
– Joe Guenther, IT Director

"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:

- ✓ **Reduced Manual Work:** Automation freed significant staff time.
- ✓ **Better Student Experience:** Interac, payment plans, and self-service tools improved satisfaction.
- ✓ **Improved Tools:** Student Emulator allowed faster, more accurate support.

"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.

“

"We're on the leading edge of new tech and banking with PayMyTuition."

**Cindy Orr**

Associate Registrar



”