

CASE STUDY

How NorQuest College Transformed Payment and Refund Processes with PayMyTuition's Canadian Payment Gateway

The Challenge

NorQuest College, a leading educational institution in Edmonton, Alberta, serving nearly 15,000 learners, faced challenges with its outdated student payment and refund processing. Their existing processes were not only slow and prone to errors, but also expensive to manage. Students had limited payment options, and refunds were processed through manual cheques, leading to delays and security concerns.

Additionally, the college's finance team struggled with time-consuming manual reconciliation and batch processing, increasing the chances of errors and further contributing to resource intensive, operational inefficiencies. NorQuest needed a modern, streamlined payment gateway to enhance the financial experience for both students and staff.

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“Payments and refunds used to be a big challenge, especially during peak periods. Now, everything runs much more smoothly.”

Sinisa Dimic

Accounts Receivable Lead



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NorQuest College Overview



1965

Founded



15,000+

Student Population



Edmonton, Alberta

Location






PeopleSoft Campus Solutions

SIS Integration

The Solution

To address these challenges, NorQuest College implemented PayMyTuition's Canadian Payment Gateway, which fully automated and digitized their payment and refund processes. This solution integrated seamlessly with their existing Student Information System (SIS), PeopleSoft Campus Solutions, enabling real-time payment posting and balance updates.

Key Features of the Solution

-  **Multiple Payment Methods:** Students now have access to a variety of payment options, including Bill Pay, Interac Bulk Request for Money, Pre-Authorized Debits (PADs), credit cards, PayPal, and open banking, all powered by real-time API integration.
-  **Automated Refunds:** Manual cheque-based refunds were replaced with secure, automated Interac e-transfers, cutting refund processing times by 90%.
-  **International Payments:** The payment gateway enables NorQuest to accept payments from over 200 countries, supporting 120 currencies and 80+ in-country payment methods.

Impact on Operations and Student Experience

By automating key financial processes, PayMyTuition drastically reduced manual data entry and batch file processing for NorQuest's staff. This has resulted in more accurate processing, quicker payments, and faster refunds. With these processes now automated, administrative staff can focus on more critical tasks, while students benefit from greater payment flexibility and faster refunds.




“Our students have really appreciated the faster refunds and the variety of payment options available. PayMyTuition has made a big difference in improving their financial experience.”

Rhonda Grenier
Assistant Controller



The Results

Since adopting PayMyTuition's solution, NorQuest College has seen significant improvements in its financial processes. Here are some key metrics from the first 90 days post-implementation:

-  **Operational Efficiency:** Over 10,500 payments totaling \$25 million were processed, with an error rate of less than 0.00001%.
-  **Faster Refund Processing:** Refund processing times dropped from 24 days to just 3 days, with over 500 refunds processed, amounting to \$250,000. Integration capabilities have also cut staff time required for processing refunds by 90%.
-  **Increased Payment Flexibility:** Students now have a range of payment options, allowing students to pay via their preferred method and enhancing their overall experience.

Conclusion

PayMyTuition's Canadian Payment Gateway has revolutionized NorQuest College's payment and refund systems. NorQuest has significantly improved operational efficiency, reduced costs to the institution and increased overall student satisfaction.

To learn how PayMyTuition can transform your institution's payment and refund processes, visit www.paymytuition.com.