

Success story: Simpler payments for staff plus more options for students



THE CHALLENGE

- A.T. Still University (ATSU) staff members manually processed tuition payments and answered calls about student payment status.
- The time spent processing payments and answering calls stretched the team thin due to new study programs and a third campus.
- The university needed to modernize and streamline its payment processes while adding new student payment plan options.

THE SOLUTION

- ATSU worked with ACI Worldwide to implement ACI Speedpay®, including a new online student portal, which seamlessly integrated with their existing Anthology student information system.
- The university also enabled ACI® Payment Plan™, offering additional flexibility for students to pay their tuition with installment payments over time.

A.T. Still University (ATSU), an osteopathic medical school with nearly 4,000 students, had complicated, manual processes to accept and post tuition and fee payments. The university sought to modernize its payments process with an integrated solution that grew as quickly as it did and offered more flexible payment plans for its students.

The challenges

ATSU is a leading health sciences university with three campuses and an average annual enrollment of nearly 4,000 students from 20 countries. The institution had a manual, time-consuming process to accept, process, and post tuition and fee payments, resulting in payment posting delays and many phone inquiries regarding payments status.

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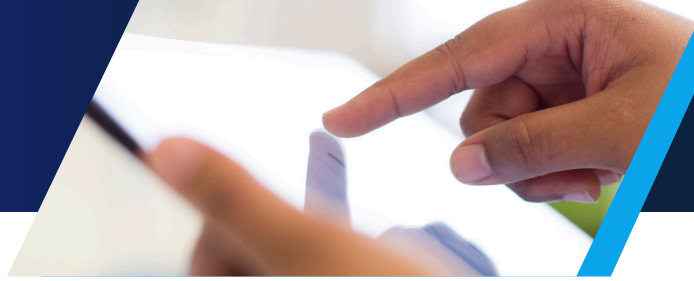
With ACI Speedpay® Student Portal™, students know their payment is processed and posted immediately after the payment is made.”

Andy Thompson

Controller, Financial Reporting, A.T. Still University

The ACI solution

ATSU partnered with ACI Worldwide to implement the ACI Speedpay® solution, including a new online student portal optimized to work with the existing Anthology student information system. ATSU also worked with ACI to add a payment plan to their setup, enabling students to pay their tuition and fees over time.



THE RESULTS

- ATSU’s payments team can reconcile tuition payments quickly, saving a full day of manual payment processing and posting each month.
- Payments are now posted to student accounts immediately instead of lagging.
- As the student portal updates in real time, students can check their account status online without the need to call the university to verify their payment was received.

- Payment processing and posting are automated, saving ATSU staff hours each month.
- Students can now see their payments posted in real time via the student portal, eliminating the need to call ATSU to check payments status.
- The student portal also lets students add users to their accounts, offering a simple way for parents and others to make payments.
- The payment plan option allows more students to attend ATSU, as they can pay for tuition, fees, and other expenses via installment payments over time.

As a leading innovator in health professions education, ATSU continues to offer students the latest technologies to help them succeed and thrive, including simple ways to pay with the flexibility to attend now while making payments later.

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The ACI Speedpay® team worked closely with us to configure and optimize the solution, providing expertise and guidance as we integrated with our Anthology SIS.”

Andy Thompson
 Controller, Financial Reporting
 A.T. Still University

“Partnering with ACI helped us stay afloat during a period of rapid growth. We’ve been able to add more programs without adding additional headcount, thanks to simpler payments posting and a fast and easy reconciliation process.”

Andy Thompson, Controller, Financial Reporting, A.T. Still University

About A.T. Still University

[A.T. Still University of Health Sciences](#) is a learning-centered university that prepares highly competent professionals through innovative academic programs. The ATSU is committed to continuing its osteopathic heritage that focuses on whole-person healthcare, scholarship, community health, interprofessional education, diversity, and underserved populations.

ACI Worldwide is a global leader in mission-critical, real-time payments software. Our proven, secure, and scalable software solutions enable leading corporations, fintechs, and financial disruptors to process and manage digital payments, power omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with a local presence to drive the real-time digital transformation of payments and commerce.

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