

Creating a More Efficient Refunds Process at Doane University



In Brief:

- Doane University is an institution serving 1,879 students across Nebraska.
- **Challenge:** Doane University needed to streamline its refunds process, meeting student expectations with faster refunds and direct deposit options and reducing manual processes for staff.
- **Result:** Nelnet Refunds enhanced efficiency in the refunds process with multiple disbursement options for students, an automated process to ease staff efforts, and direct communication between the two with customized notifications.



About Doane University

Doane University serves 1,879 students in multiple locations across Nebraska. Between them, there is a close split of undergraduate and graduate students with 990 and 889, respectively.

With the institution's diverse student population, the refunds process was painfully time-consuming and tedious, and it was clear something needed to change. That's where Nelnet Refunds came in.

What Doane University Needed

For Doane University, there were three main goals they needed to achieve. These goals were:

- Streamlining their refunds process
- Improving the experience for students
- Enhancing operational efficiency

The university prioritized getting refunds to students as quickly as possible and with the least number of barriers for staff.

They wanted to automate processes and reduce their dependency on manual check issuance for less manual workload and lower processing times. The university also wanted to better align with students' expectations when it came to online services by offering faster, digital refund methods.

How Nelnet Campus Commerce Helped

Recognizing Doane University's needs was the first step to choosing Nelnet Refunds as the right solution. With features such as direct deposit, process automation, and comprehensive reporting, Nelnet aimed to help the university maximize efficiency and simplify processing refunds for its campus population and offered students the flexibility they needed to get their refunds their way.

As for the staff at Doane, the new process relieved them of the overwhelming workload of doing everything manually and eased communications from students when checks were issued and sometimes resulted in delays.

"If we didn't have the refund product, we would have to have a check request, do a physical check, and then have the student either pick it up at the office or mail it out," said Doane University Bursar Kelli Schweitzer.

The university's staff could also experience peace of mind throughout the transition as they had dedicated support from Nelnet Campus Commerce on their side.

Implementing Nelnet Refunds

Doane University and Nelnet Campus Commerce worked as a team to implement Nelnet Refunds at the institution.

Nelnet was able to introduce exciting new features at Doane, with direct deposit options for students and a check option that maintained the university's branding for those students who prefer physical checks. The institution was also able to explore customization options that best suited their needs, such as personalized notifications that keep students informed about their refund status.

Case Study

Once Nelnet Refunds was set up, the institution was ready to get started with minimal training, thanks to the platform's intuitive interface. When the institution had questions about more intricate concerns such as summer housing payment files, Nelnet's customer service and IT support was there to help.

Results

With Nelnet Refunds, Doane University is experiencing refunds at their best. Refunds are being processed faster, and students are getting their funds conveniently via direct deposit without needing to wait for mail delivery or visit the financial aid office.

Staff are also happy with the new system, with refund automation freeing up their time and reducing or even eliminating the need to handle physical checks. With the shorter processing times, bursar staff can finally focus their time and energy on serving their students.

Sometimes you don't know what's going to be next or what's coming down the pipe, and in terms of accepting payment for that... with Nelnet, I always know I can reach out to someone and get product ideas or solutions to what we're needing for payments.

– Kelli Schweitzer, Bursar, Doane University

Modern students have different expectations for their refunds, and with Nelnet Refunds, Doane University met them for their campus community. By implementing Nelnet's platform, they were able to improve operational efficiency and create the refunds experience their students and staff deserve.



Learn more about [Nelnet Refunds](#).
Have questions about implementation? [Reach out to our team!](#)