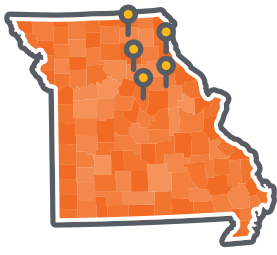


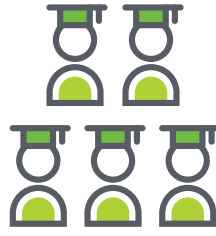
# Streamlining Financial Management: How MACC Transformed Student Services

Moberly Area Community College (MACC) needed to streamline its financial processes and improve student services. This infographic explores how MACC addressed challenges with past due payments and refunds by partnering with Nelnet Campus Commerce, resulting in smoother operations and higher satisfaction. Here's a look at the solutions implemented and the measurable results achieved.



### Locations:

Moberly, Hannibal, Mexico (MO),  
Columbia, Kirksville



### Student Population:

Approximately 5,000 students



### Moberly Fact:

40+ Areas of Study

## Challenges: Aiming for a Streamlined Process

Faced with ERP system changes leading to time constraints, MACC needed to improve its financial management and student services, specifically focusing on past due payments and refund processes.



### Solutions Implemented:

- ▶ **Past Due Payment Plans:** Introduced to help manage overdue accounts effectively.
- ▶ **Refunds:** Streamlined refund processes, ensuring timely and accurate disbursements.



### Implementation Highlights:

- ▶ **Transition:** A smooth and efficient implementation process, minimizing disruption.
- ▶ **Key Team Members:** Sabrina, Todd, and Ryan from NCC played pivotal roles, offering exceptional customer service and support both during and after the implementation.



### Financial Impact Past Due Payment Plans:

- ▶ **Payments Collected:** \$115,260.57 through the new payment plans
- ▶ **Finalized Agreements:** 13.2% (167 agreements)
- ▶ **Pending Agreements:** 27% (341 agreements)
- ▶ **Deleted Agreements:** 59.8%



### Financial Impact Refunds

- ▶ **Refunds Processed:** 30% of Spring 2024 refunds were processed via ACH.
- ▶ **Process Improvements:** Simplified refund re-issuance process.



### Key Impressions and Benefits:

- ▶ **Outstanding Customer Service:** Consistent support and exceptional service throughout the process.
- ▶ **Ease of Implementation:** A straightforward process with continuous support.
- ▶ **Improved Student Engagement:** Effective communication and reminder systems have significantly improved student interactions.



### Service Quality:

- ▶ **High Satisfaction:** MACC expressed high satisfaction with the post-implementation support and service.

*"Nelnet provided an outstanding implementation team to help our staff navigate through the implementation processes. The implementation team and MACC collaborated to ensure that the configurations were set up to meet MACC's needs."*

- Jamie Skubic, Associate Director, Business Services, Moberly Area Community College.

Discover how Nelnet Campus Commerce can simplify your financial management process to enhance the student experience.

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