



STUDENT
SYSTEM
SOLUTIONS

ual university
of the arts
london

Flywire Online Payments Integration



PACKAGED SOLUTION



FINANCE - FEES, FUNDING & SAM



STU3 COLLABORATIVE PROJECT

▶ A fully integrated online payment solution for students, utilising the SAM online payments integration with Flywire.

“There were various business cases, but the main one was always about being able to have a slick facility for students to make payments for tuition fees.”

Marta Fonseca-Voyiatzis, Head of Income Services, UAL

Stu3 Case Study

www.stu3.co.uk

The Challenge

University of the Arts London had embarked on an ambitious project to implement the Tribal SITS student records system, and as part of the project, to bring all student tuition fee and debt ledger processes into SITS via the SAM debt management module. Stu3 was selected as the SITS expert consultancy partner to configure and deliver the SAM project.

A key objective of the SAM project was to improve the student experience when it came to making online payments for their tuition fees, allowing students to view and fully manage their fees online, and to make the process of reconciling the daily payments more efficient for staff at the back end.

“Before we implemented SAM, we were using ABW as our student finance solution for the student ledger, which in itself worked okay, but had very limited benefits for students. For example, there were no online payments and statements.”

Claire Trew, Project Manager and Business Analyst, UAL



Marta Fonseca-Voyiatzis

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The Solution

Stu3 worked with the UAL project team to deliver a fully integrated online payment solution for students utilising the SAM online payments integration with the Flywire payment gateway. The UAL finance team had a number of specific requirements for online payment processing, which were all delivered, including:

- ▶ A move to using Flywire as the main payment route for all student transactions, to enable students to take advantage of the wide range of payment options offered, including card payments, AliPay, UnionPay, and local bank transfers – with the payment transactions appearing immediately on the student finance record in SITS and updated dynamically based on the Flywire payment status.
- ▶ Integration of the Flywire payment option into all student e:Vision finance pages – student statement, registration, admissions deposit payment, etc.
- ▶ An improved student payment journey, with a seamless online payment process from end to end, with every step available from the student portal, including: viewing the fees due, making the online payment, and downloading a receipt or statement pdf.
- ▶ Automated daily payment batch and bank statement reconciliation process.

The Benefits

The benefits of the Flywire integration with SAM online payments have been significant, including:

- ▶ Improved student payment experience, to include access to the 24 hour Flywire helpdesk for student payment queries.
- ▶ Substantial cost savings from credit cards processing fees for both the University and the student, as well as competitive exchange rates for foreign currency payments.
- ▶ Staff time savings from reduced manual processing, reconciliation, and student queries.

“The main stimulus behind implementing SAM was to provide visibility of a student’s financial position and facilities for making payments online. Last year was the first year where we were able to achieve this, and show the students how much they had outstanding in terms of fees payable for enrolment.” **Marta Fonseca-Voyiatzis, Head of Income Services, UAL**

Working on the project with Stu3



George Harris

“The impression I was left with was that Stu3 genuinely wanted to deliver a good product. They were really invested in coming up with something that would meet our requirements. That was reassuring and made you feel you could have faith in the suggestions being proposed. They weren’t doing it in a ‘well this is the quickest way of doing it’ sort of way, just to get it done. I felt that they genuinely wanted the best solution for UAL.” **George Harris, Fees Manager, UAL**

“UAL and Stu3 teams really integrated and worked together very well. The communication between the two teams was exceptional. This worked so well that when I joined the project, I did not know who were the members of which team!” **Cordelia Lean, Project Manager, UAL**



Helen Davies

“One thing that came across very strongly was that the Stu3 team was really committed to making it work for us. Very committed to giving us what we needed. Often, and it shouldn’t be like this, with suppliers/partners it is more transactional, they get paid for a job and they just want to get it done and move on. But with Stu3 there was the strong impression to all involved that it mattered to them, that they wanted to do a good job for us and that it felt qualitatively different. I am aware that they put in the extra work to get us there. What was also impressive was how seamlessly the project went. Typically projects require a lot more input. I am often contacted outside of board meetings because of issues, but with this project that was not the case...we all knew how exceptional this was, we often told Cordelia our project manager to feed back to Stu3 and let them know how excellent the quality of their delivery was.”

Helen Davies, Associate Director, IT Services, UAL

Background on Client



University of the Arts London is a collegiate university in London, England, specialising in arts, design, fashion and the performing arts. It is a federation of six arts colleges: Camberwell College of Arts, Central Saint Martins, Chelsea College of Arts, the London College of Communication, the London College of Fashion, and the Wimbledon College of Arts. UAL was established as a university in 2003, and took its present name in 2004.

Let's chat.

STU3 LIMITED
EVERGREEN HOUSE NORTH
GRAFTON PLACE
LONDON NW1 2DX

OFFICE HOURS
MONDAY - FRIDAY
9AM - 6PM

CONTACT
CONTACTUS@STU3.CO.UK
020 3305 8443

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