MERCER
UNIVERSITY

CAMPUS
MANAGEMENT

MERCER UNIVERSITY

2019 CAMPUS MANAGEMENT EXCELLENCE AWARD IN OPERATIONAL EFFICIENCY

PRIVATE RESEARCH UNIVERSITY

CAMPUSES:
ATLANTA, MACON, SAVANNAH

8,600+ STUDENTS

GREATER VISIBILITY THROUGH TECHNOLOGY

The Bursar's Office is the lifeblood of every institution of higher learning, but limited staff levels and days of manual processes at Mercer University, the oldest private university in Georgia, were jeopardizing its ability to bill and receive payments on time. Add to this the increasing pressure to make critical financial information available to students and parents 24/7.

To address these challenges, Mercer's IT group implemented innovative web-based programs designed to provide staff and students the financial information they need in real time. They also automated several functions that are critical to managing the financial aspects of student life.

With their previous billing system, Mercer used to create batches to send bills out to students. With over 9,000 students, this had become a very time-intensive process, taking a week or more to accomplish. With the new program Mercer created, they can now bill by campus and select on students that need to be billed. As importantly, they no longer experience timing-out issues.

"WITH OUR NEW BILLING SYSTEM, WE ARE ABLE TO PROCESS OVER 9,000 STUDENTS IN 30 MINUTES."

Kandy Cook / Associate Bursar for Operations
Mercer University

Transferring accounts to internal collections was another challenge. From writing off accounts on the ledger, to uploading the past due and final notices, to creating an itemized ledger in Excel, the entire process often took three days to complete. Today, an administrator keys in students' ID numbers and the data automatically populates the fields. The entire process now takes about ten minutes.

What used to require 15-20 hours researching and identifying data records per student now takes less than five minutes per student. As importantly, the Bursar's Office reduced the amount of work and time it spends fulfilling data requests and increased direct service to students, including providing greater visibility into their account status, without hiring additional staff.

MERCER ACHIEVES MEASURABLE RESULTS IN OPERATIONAL EFFICIENCY WITH CAMPUSNEXUS

Managing Student Accounts in Arrears
Before: 5 employees at 8 hours a day
After: 3 employees at 1 hour per day

Student Ledger Adjustments
Before: 15-20 hours researching student records
After: Less than five minutes

Ledger Extraction
Before: 2-4 hours researching each student
After: Five minutes researching each student

ABOUT MERCER UNIVERSITY

With more than 8,600 students enrolled in 12 schools and colleges on campuses in Macon, Atlanta and Savannah; three medical school sites in Macon, Savannah and Columbus; and at three Regional Academic Centers around the state, Mercer is ranked among the top tier of national research universities by U.S. News & World Report. More than 80,000 alumni are making important contributions to their professions and communities throughout Georgia, the Southeast and the world.

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