

TouchNet Student Account Advisor

Provide centralized oversight and advanced customer service for students who have questions and need personal assistance.

With more students paying online, Student Account Advisor embraces the growing advisor role of traditional cashiers. By pulling in information from TouchNet solutions and your Student Information System (SIS), Student Account Advisor provides one-stop access to the student's financial footprint on campus. This enables the cashier's office to easily answer questions in real-time for maximum efficiency and a better student experience.

INTEGRATES STUDENT INFORMATION AND TOUCHNET SYSTEMS

Student Account Advisor provides one-stop access to important information pertaining to the student account, regardless of where the data is stored.

Dashboard visibility includes:

- Student account information
- Payment information
- Financial aid
- OneCard balance
- Authorized users and permissions



STUDENT ACCOUNT ADVISOR

Student Information System (SIS)

- Account balances
- Financial aid activity by term
- Holds with status and description
- Comments
- Academic details, including class schedule
- Student demographics

TouchNet Bill+Payment

- Payment activity, including statements, payment history with payment method, scheduled payments, saved and preferred payment methods, and refund profile
- Payment plans with enrollment, remaining balance, due date, payment status and amount details
- Authorized users and their permissions
- Consent management with history, status and agreement view
- Refund profile status and saved payment method
- Notification settings indicating student communication preferences as well as login activity



Additional functionality

In addition to accessing the information from the TouchNet platform and your SIS, the Student Account Advisor provides functionality to provide a better overall user experience.

- Query and view OneCard balance
- Manage and set up via the Operations Center
 - Build and edit message templates (prepopulated to address top student questions and answers)
 - Set notifications per campus and office
 - Manage terms, with SIS import options
 - Audit activity using multiple filters through the action log
 - Assign roles and user permissions
- Accept credit, debit and campus card payments
- Send email notifications and alerts using templates, and view history of sent messages
- Emulate student to see their view and easily troubleshoot
- Set payment permissions

There's a lot more to tell you about

Student Account Advisor

Contact us at:

T:+1.913.599.6699

or visit touchnet.com



A Global Payments Company

ABOUT TOUCHNET

TouchNet is a leading provider of integrated, comprehensive, and secure commerce and credential solutions for colleges and universities. Institutions of higher education rely on TouchNet to unify and secure payments, permissions, and other related business transactions campus wide. TouchNet's unmatched integration, transparency, and security gives institutions greater control over transactions, costs, and compliance, while providing greater operational efficiencies and self-service access to real-time information. TouchNet is a Global Payments company.