



METAOPTION

Case Study Of Intuition

About the client:

Our client “InTuition” based in New York, US, strive to provide Catholic high schools and grade schools across the country with the highest quality, fastest, most secure, and most efficient tuition management solution currently available.

By alleviating time that school administrators currently spend managing school finances, InTuition allows more time for school personnel to engage in their true business: the business of education.

InTuition provides to Catholic school families by offering a host of payment options for maximum flexibility, including automatic recurring payments by bank and credit card accounts, as well as traditional payment by check using InTuition's handy payment coupon booklets. In addition, parents and tuition payers may make instant payment by phone or over the Internet through a personalized, secure web account.

In short, InTuition makes the tuition portion of a Catholic School education as easy to manage as possible for both schools and their families.

MetaOption provided solution with following features as per requirement:

InTuition required an easy to implement and easy to use tuition outsourcing system for Catholic schools. One time only family enrollment system means if the school continues with InTuition, families and students could be automatically re-enrolled for next session.

Can be work out with schools to create customized enrollment forms based on the school's specific requirements. At this stage, the school can specify payment plans, acceptable modes of payment (Mail-in payments, automatic payments and in-school payments), tuition, school fees and even fundraisers if desired. InTuition and the school can jointly set an enrollment deadline for families to return their forms to the school. The information could be verified and approved by the school and can then sent on to InTuition for final enrollment process.

School administrators can be given secure access to the administration site and from there they could able to verify all the data and make changes as necessary. The system must be extremely flexible and should allows administrators to make changes such as adding or removing families, modifying fees, providing scholarships, etc at any time.

Families' accounts can be tracked online, it should shows payments recently made and payments that are overdue, must offers a variety of up-to-the-minute reports of individual families, delinquencies, school rosters, reconciliation reports, and much more. In addition, school may also create custom reports. Further, the reports can be viewed online and can also be downloaded to user's computer as Microsoft Excel files or Adobe PDF documents.

All payments are tracked at a very granular level in real-time. At any point, a school administrator can use InTuition's reporting capabilities to see exactly where they stand.

In addition to the features available to schools, InTuition must provide each family with secure access to their own profile information and payment history. This information will be updated in real-time and should ensure that parents have an accurate picture of their obligations to the school. If payments are late, InTuition must follow up directly with parents and frees the school from the time and inconvenience of having to chase down delinquent accounts. InTuition system must understand the sensitive nature of this subject; the school must have complete control of what is said to parents when follow-up calls are made.

Features Includes:

- Needs assessments
- Enrollment
- Account settings
 - Payment date selection
 - Parents & Schools can choose any day which is convenient
 - Flexibility
 - Adjustments to family accounts will be posted immediately and are reflected in subsequent reports
- Payment mode configuration
 - Payment options
 - Automatic Bank Transfer
 - All major credit cards
 - 24-hour Phone-in payments
 - Mail-in Payments
 - In-school Payments
 - Resubmission can be made any day
 - Web-based payments
- Payment history with current payment status
- Delinquency calls
- Auto Email system for notification and confirmation
- Fixed and custom Reporting
- Payment Transaction
- Reporting
 - Comprehensive web-based reporting
 - Itemized by family, by student
 - Customized Reporting Capability
- Customer support
 - A separate secure website for 24/7 customer support Call Center
 - Secure school web site for reporting and fee management
 - Secure parent web site for reporting and payment management

- Fundraising
 - Comprehensive web-based tools for managing fundraising lists and campaigns
 - Full integration with tuition management system
 - Available for alumni and parents

Statistics:

The complete project is consisting of three separate websites:

Administrator Site: This site is used for the InTuition tech administration and school administrators.

Parent Site: This site is used for Parents to track their account and view reports.

Call Center Site: This site is used for 24/7 customer support.

Architecture - Technology:

- Web Application
- C# .Net 2.0
- SQL SERVER 2005
- SQL server reporting services
- Windows services
- Web services
- XML