



Electronic refund distribution to enhance service for students at Northeast Wisconsin Technical College

NWTC becomes the 6th institution of higher education in Wisconsin to distribute refunds through Higher One's OneDisburse® Refund Management®

New Haven, CT – November 19, 2008 - Higher One, a financial services and payment company focused exclusively on higher education, announced it has partnered with Northwest Wisconsin Technical College to distribute refunds to students electronically. Students will begin receiving financial aid refunds through Higher One's service during the spring semester.

“We know students are always anxious to get their refund checks, and our process of producing and mailing checks in the past has been both inefficient for staff and inconvenient for students,” said Clark Wagner, Director, Revenue & Student Finance at NWTC.

With Higher One's services students are sent a co-branded card in the mail. Each student then visits a secure website to verify their primary email and mailing address. Once confirmed, each student simply selects how he or she would like to receive their refunds from the College. The options include: direct deposit to the OneAccount, a no minimum balance, no monthly fee, FDIC-Insured checking account provided by Higher One, or an ACH transfer to another bank account of the student's choice.

“I expect this program to enhance the customer service that we deliver to students with respect to the refund process. I feel students will quickly come to appreciate the convenience of the service,” stated Wagner.

The service frees up NWTC staff to concentrate on providing customer service to students. Higher One trains staff on how to use the service, markets it to educate students on their options, collects and protects student banking information and refund preferences, distributes refunds based on each student's refund preference, handles bounced ACH payments and returned checks, fields any refund-related customer service inquiries, and provides staff with access to online real-time reports.

“We briefly discussed creating a system internally to ACH student financial aid refunds, but recognized that it would've been a very time consuming and costly effort. The continual management of student bank information wasn't something we wanted to do,” Wagner explained.

Overall administrators expect that this will be a positive change for students, as they will get their money faster and with less hassle.

“By partnering with Higher One, our students will now have options they didn’t previously have,” said Wagner. “Students will no longer have to continually check their mailboxes or call staff to inquire about their check status. They’ll get their refunds quicker, be notified immediately when they are disbursed (including via text message), and have access to customer service 24 hours a day, 7 days a week through Higher One.”

About NWTC:

Every year, nearly 43,000 people choose Northeast Wisconsin Technical College to reach their educational goals. The College has more than 140 degree, diploma, and certificate programs in health sciences, trades and technical, public safety, general studies, business and information technology, and community and regional learning services. NWTC also provides customized training to more than 1,000 businesses – allowing them to achieve and maintain peak efficiency in the global marketplace.

NWTC’s three campuses in Green Bay, Marinette, and Sturgeon Bay, and five regional learning centers throughout the district, have been recently remodeled and expanded. With these multiple locations, and flexible learning options like online, video, evening, and weekend classes, busy students have easy access to excellent educational opportunities that lead to great careers. 94 percent of NWTC graduates get a job within six months of graduation!

About Higher One:

Founded in 2000, Higher One provides higher education institutions and their students with efficient, convenient and easy-to-use solutions to handle financial disbursements. These include: student refunds, on-campus and community purchases, payroll and employee expenses, as well as the collection of payments from students, parents, and sponsors.

Higher One offers a suite of online banking services including the OneAccount, an FDIC-Insured checking account, and OneCard, a Debit MasterCard®. To date, Higher One has disbursed over \$5.76 billion dollars in refunds for its clients to more than 1.5 Million students, faculty, and staff at distinguished public and private higher education institutions throughout the country.

Higher One recently ranked #79 on the Deloitte Technology Fast 500 List of the 500 Fastest Growing Companies in the United States. Higher One is based in New Haven, Conn.

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