

## **Lansing Community College partners with Higher One to increase student satisfaction**

*LCC students to receive financial aid and other refund disbursements faster than before*

**New Haven, CT – November 12, 2009** - Higher One, a financial services and payment company focused exclusively on higher education, announced it has partnered with Lansing Community College, located in Lansing, Michigan, to distribute financial aid and other disbursements to students.

Higher One's OneDisburse® Refund Management® streamlines the entire disbursement process in which all disbursements and reconciliations are managed electronically and customer service needs are handled directly by Higher One. As a result, Lansing Community College will benefit from the elimination of time-consuming functions such as printing and mailing.

"Refunds currently are distributed to students as checks," stated Randy Roy, controller at Lansing Community College. "This dramatically increases activity at our cashiers' window and can lead to delays in students getting checks based on the mail or based on students not maintaining accurate information in our system," he explained.

Lansing Community College is the thirty third institution in Michigan to partner with Higher One. LCC issued a Request for Proposal (RFP) in June 2009 and the RFP was awarded to Higher One in July 2009. "Of the respondents, Higher One certainly seems to have the most mature system and was already delivering this to hundreds of colleges," stated Roy. "In addition, our reference checks spoke very highly of the system."

As a result of this partnership, LCC students will receive a card in the mail which will enable them to log into a secure website to select how they would like to receive refunds from the College. Students are encouraged to look for these cards in the mail. Each student will have a choice of two electronic methods for receiving their refunds: direct deposit to the OneAccount, an optional, no minimum balance, no monthly fee, FDIC-Insured checking account provided by Higher One, or ACH transfer to a bank account of his or her choice.

"This new system will allow us to serve our students more effectively and efficiently and get refunds in the students' hands more quickly," stated Roy. "It will also allow our cashiers to serve students instead of handing out checks and will eliminate the burden of the back office check printing and escheating process."

**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 \$9.7 billion dollars in refunds for its clients to more than 2.2 Million students, faculty, and staff at over 340 distinguished public and private higher education institutions throughout the country.

**About Lansing Community College:**

Lansing Community College is Michigan's third largest community college with more than 32,000 students attending each year. The college has more than 240 degree and certificate programs. LCC offers courses in general education for those interested in transferring to a four-year institution, career and workforce development, developmental education and personal enrichment. To meet the professional development and training needs of regional employees, the college offers customized programs for credit, non-credit and continuing education. The University Center at LCC offers students the opportunity to earn bachelor's and master's degrees from six partner universities on the downtown LCC campus. For more information, visit [www.lcc.edu](http://www.lcc.edu).

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