When a project saves thousands of dollars each year and delivers a streamlined system for our customers—80 percent of whom rate it good or excellent—it’s destined to be considered a success.

Rowdy Pay, the new student payment portal, launched in the fall of 2016 and immediately drew applause and rave reviews from students and their family members, as well as staff members. Now, the university has added its own standing ovation. On April 13, the team of Financial Services and OIT who planned and implemented Rowdy Pay was honored with the University Excellence Team Spirit Award. The team includes:

- Gary Lott, Director of Financial Services;
- Christopher Valles, Associate Bursar (Main Campus);
- Sam Suwal, Associate Bursar (Downtown Campus); and
- Sylvia Dorgan, Senior Enterprise System Programmer, OIT.

The creation of Rowdy Pay stemmed from conversations with students about the Banner “self-serve” system, which UTSA had used for tuition, fees, housing, and meal plan payments for several years. Students and parents complained that Banner was extremely difficult to understand and use. As a result, the team spent months conducting research on other payment portals, speaking with counterparts at universities that had transitioned to new platforms. They discovered a more user-friendly system adopted by many prominent institutions called TouchNet.

The team partnered with Student Affairs to engage and secure input from students in a focus group. They also allied with UTSA’s Department of University Communications and Marketing to create a logo for the new product. The team presented to other areas with which Financial Services collaborates throughout the year, including One-Stop enrollment. They met with Fiscal Services staff to ensure all were prepared for the transition. They teamed up with Business Affairs’ Communications to create and deploy a branding and promotional plan to ensure prospective users knew about the new system.

The benefits to students and their families—as well as those to the university—are tremendous. Rowdy Pay delivers:

- A system that is easier to understand and navigate;
- A platform that can be accessed through the UTSA mobile app, allowing students to easily view their account balances and make payments on their phones and tablets;
- Access for parents and other family members to provide payments simply;
- Electronic collection of installment loan promissory notes;
- Enhanced communications including text messages; and
- More responsive customer service by back-office staff.

The team worked closely with UT Purchasing to take advantage of a lower license fee rate previously negotiated by the UT System. By collaborating with Purchasing and negotiating with TouchNet, the team:

- Saves UTSA nearly $50,000 annually on license fees; and
- Saves UTSA students approximately $175,000 annually in credit card fees.
Creating the Rowdy Pay student payment portal has greatly improved the payment experience for students and families and provided a more efficient operation for UTSA staff.

We thank the Rowdy Pay Team for respecting their customers, creating positive change for them, and for doing the right thing for UTSA.

Congratulations to Gary, Christopher, Sam and Sylvia for earning the University Excellence Team Spirit Award!

Did You Know...

Nearly 2,500 students are using Rowdy Pay to handle their bill payments in Spring 2017.

More than 400 students now receive Rowdy Pay notices via text message.

Close to 500 students have shared Rowdy Pay access with a third party.

Rowdy Pay has processed more than 26,000 transactions (that’s more than $37 million!) for the UTSA community.

Rowdy Pay Gets Social

The news about Rowdy Pay spread quickly among our students, explaining how easy it is to use.