



Improving Internal Efficiencies and the Parent Experience



King's Baptist Grammar School

At King's I know who I am.

King's Baptist Grammar is committed to providing the best possible payment experience for its parents. Payment of tuition and incidentals can be time consuming and sometimes difficult to manage for both the school and the parent. A streamlined approach is important to minimise internal costs and provide a positive experience for parents.

Once a family decides to send their child to King's Baptist Grammar, they begin a new journey. It is exciting but one that can be burdened with the complexities of entering a new school environment, planning payments for enrolment, tuition, excursions and the like. Having the right tools and flexible processes in place shows a genuine commitment by the school to making parents feel in control when deciding which, of the many payment arrangements offered, best suits their needs. King's Baptist Grammar has enjoyed steadily growing enrolment numbers in recent years, resulting in an increasing workload. Adopting the FACTS tuition management system has been a major contributor in helping the school address this growth and better manage its resources.



INTRODUCTION TO KING'S BAPTIST GRAMMAR:

King's Baptist Grammar was founded in 1983 as Tea Tree Christian School with 38 students. In 1989, the school was renamed and launched with a 'home campus' at Wynn Vale, SA. It has grown significantly over time and now includes a secondary school. At the heart of the school is the belief that a 'child's education is a joint effort between the parents, school and the greater community'.

- Enrolment Numbers
1027+
- Student Information System
PCSchools

"The reality is I'm not sure how we would have managed our school fee collections into the future without FACTS. I have no hesitation in recommending them."

Darren McDonald | Business Manager
King's Baptist Grammar School

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Challenges

Prior to introducing the FACTS tuition management system King’s Baptist Grammar offered multiple payment methods for parents. These included bank deposits, direct debits, BPAY, cash and cheques. Whilst this provided a variety of payment options to families, the amount of internal work plus the associated tangible and intangible costs proved very onerous for the school.

Tangible costs included the overheads associated with bank reconciliation of direct deposits, daily review of BPAY payments and resourcing to obtain approval, setup and maintenance of Direct Debit and Credit Card payment plans. Intangible costs included the limited financial visibility for families, difficulties predicting cashflow, lack of school control of payment plans, parents overwhelmed with too many disjointed payment options and the lack of one business process to portray a professional image for the school.

King’s Baptist Grammar researched several options and decided to be an early adopter for the FACTS tuition management system in Australia. This alternative business solution would reduce the workload for staff internally, provide better reporting for forecasting, offer a professional parent experience, improve collection rates and, most importantly, would standardise payments across the board for all families.

Results

King’s Baptist Grammar, now having used FACTS over the past two years, is close to achieving all its initial goals. Majority of families are now on self-managed, paperless, fully automated payment plans, greatly reducing the internal workload. All parents, even those not using the payment feature yet, are given portal access. This feature allows parents to view current balances, make one-off payments and view changes made by the school, decreasing the number of calls received.



Management of tuition payments and cashflow is no longer manually intensive. Late payments have been dramatically reduced, with automatic retries saving more administrative work.

Less than 3% late payments

Customised dashboards, pre-loaded and customisable reports make the information available and ready to use right from the start. Streamlining payment options and introducing the automation has ensured that administrative staff can focus on families that need assistance, in turn providing a higher level of care. King’s Baptist Grammar, through FACTS, has been able to provide financial savings, process enhancements, improved prioritisation of resources, improved parent experience and importantly a lower debtor ratio over the past two years.

Reduced administration, higher level of care to those families who may need it

“The support from FACTS during implementation was first class. Real time accounts, real time payments, real time reports and true customer support. Having used the product for almost two years I have every confidence in the product and the people.”

Darren McDonald | Business Manager
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