

St. Raphael Catholic School (MN): Delivering a Connected Experience

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Carrie Nelle

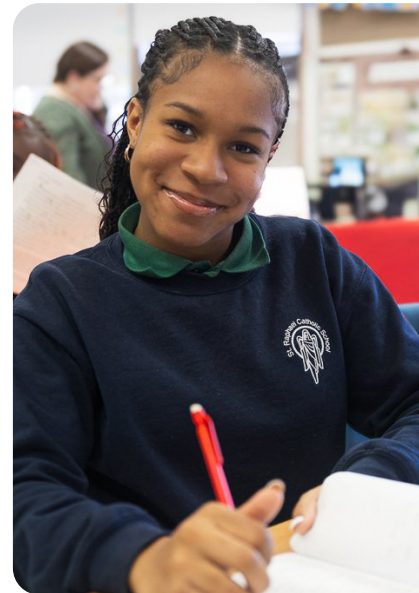
Student Information Coordinator



St. Raphael Automates Processes and Increases Efficiency

St. Raphael Catholic School is a Pre-K-Grade 8 school with an enrollment of 160 students in Crystal, Minnesota. Nurturing the development of each child through faithful Catholic Education, St. Raphael's Catholic School responds to the call of the Church, by providing a Catholic education with a thorough curriculum that seeks to instill Christian values, cultivate spiritual formation, and develop intellectual and personal excellence.

Tasked with bringing school management processes online, Carrie Nelle, Student Information Coordinator, began the project of taking admissions, enrollment, tuition management, financial aid assessment, and billing, from paper to a cloud-based solution. While daunting, it was a necessary process to move forward, despite some concerns that families and staff might not easily adapt to the new methods. "I knew it had to be done, but I was skeptical as to whether it would be a smooth process," said Carrie. "I had worked with a tuition management company at my previous school, and it was not a good experience." The school already worked with TADS® for report cards, and since TADS also offered the necessary online solutions needed by the school, the decision was made to transition everything to TADS as an all-in-one technology solution.



Driving Innovation with an Integrated Suite

With the TADS Suite, St. Raphael Catholic School has a comprehensive, integrated solution for admissions and enrollment, tuition management and billing, financial aid assessment, and student management. Although schools can implement one or more modules “a la carte,” many schools such as St. Raphael have discovered what can be gained from adopting the complete TADS Suite. Carrie’s experience with TADS has been an extremely positive one. “The onboarding process went smoothly. With TADS, the transfer of information, such as an address or contact information, is automatic from module to module. It’s so easy,” said Carrie. Carrie soon came to realize the benefits of an all-in-one solution. “Everything communicates and works together. Whether the topic is billing, projections, budgeting, or communicating with families, the information is all there and it’s seamless,” said Carrie. “I’m surprised that any school would choose to do it differently.”



TADS provides everything we need,” says Carrie, “but what really keeps me as a client is their customer support. It’s considerably different than what I had been used to at my previous school.”



Delivering an Exceptional End-User Experience

In addition to serving the core school and student management functions, Carrie appreciates that TADS supports after school care billing, a benefit she says saves her several hours each week. Family communication is also improved. “We have a lot of weather announcements in Minnesota,” said Carrie, “and with TADS, all I do is click on the communication icon and send families a text or email based on their preference. After it’s sent, TADS sends me a report back regarding whose information was successfully messaged. No matter the topic, those reports come in handy when a parent says they didn’t receive information from us. We can tell them exactly what time and date the message was received.” Families adapted immediately to the online user experience, and their feedback has been positive. According to Carrie, they much prefer the online experience to shuffling papers, and so does she. “Thank goodness for TADS! From the very first day, I discovered the experience was not like other companies I had worked with before.”

Transform the K-12 Experience
with TADS

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