Fort Bend Christian Academy

THE CUSTOMER

Fort Bend Christian Academy (FBCA) is a private, college-preparatory school located in Sugar Land, Texas that serves over 850 students—pre-K through grade 12. Set on a 35-acre campus in one of the fastest growing and most diverse communities in the U.S., the academy is comparable to most Houston schools.

Founded in 1987, FBCA is focused on helping students thrive spiritually, academically, socially, emotionally, and physically. Through an academic and spiritual foundation, students learn to think critically in their studies with a perspective that is grounded in Biblical Worldview. A member of the Texas Association of Private & Parochial Schools (TAPPS), FBCA also provides students with the opportunity to participate in a balanced program of co-curricular activities.

THEIR CHALLENGE

With a Blackbaud manual from 1987, and the two people who managed the database recently retired, FBCA's Director of Advancement wanted to find a consultant who could review their system and make recommendations for improvement. While attending the CASE-NAIS Independent Schools Conference, the Director visited the NPact booth. The encounter led to a meeting with NPact a few months later to discuss the organization's needs.

In that first meeting, the group discussed the existing system and its challenges. Reporting and data hygiene were primary concerns. Outdated reports were no longer meeting their needs, and reporting categories didn't match up with their actual data. The FBCA team also wanted more reliable constituent records in order to send and track solicitations, tax receipts, and more with confidence.

OUR RESULTS

After the meeting, the NPact consultant recommended a plan that would address FBCA's immediate needs first. Since they recently hired a new donor relations team member, the Director of Advancement opted to have the NPact consultant come onsite for a two-day training. The hands-on sessions included working through the plan as well as dedicated time to answer any questions. The training was followed by additional hours virtually to finalize the changes.

With NPact's help, FBCA now has improved reporting and a better understanding of where data pulls from and how it should be entered. They also worked together to clean up constituent codes, constituent records, and the mapping process from their admissions application tool. Since the updates were made, FBCA has been able to send emails directly from Raiser's Edge NXT, and having clean data has significantly reduced returned mail. Already feeling the benefits in just a few months, FBCA plans to work with NPact on an ongoing basis, and has even recommended NPact to their network.

Consulting Services: Raiser's Edge NXT

CUSTOMER VIEW

PAGE HERNANDEZ
Director of Advancement,
Fort Bend Christian Academy

BEFORE

"The two people who managed the database had retired, and the way things were tracked didn't work for us anymore. Our biggest problem was reporting—the way that reports were built didn't make sense. So when I was at the CASE conference, I looked for someone who could help. That's where I met NPact."

AFTER

"NPact has been a 15 out of 10 for value add. Raiser's Edge is intricate, so having one-on-one conversations, sharing screens, and asking questions is incredibly valuable to us. We've really benefitted from their knowledge. It's a very small niche, and a chat or an FAQ page just doesn't help as much as NPact."

Interested in working with NPact?
Our deeply experienced team of professional consultants will provide you with powerful tools and know-how to drive philanthropy in your community. There is no project too big or too small, and work can be performed on-site or remotely. Start the conversation today by visiting www.npact.com/consulting.