



Customer Story

Summit Montessori's dedication to families, staff, and increasing connectivity





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Rebecca Crawford
Director of Advancement



In 2020, Rebecca Crawford, the Director of Advancement, identified the school’s need for a cloud-based, connected admissions, enrollment, and billing management system. Her goal was to simplify the family experience and reduce the costly and disparate platforms needed for applying to the school, signing an enrollment contract, or setting up tuition payments. Rebecca aimed to provide a one-stop shop to simplify the family experience.

Crawford helps a small six-person administrative team that spend many hours of their weekly time completing and double-checking family information created by different manual processes, including creating contracts, mailing paperwork, and tracking critical enrollment information. Summit Montessori sought to connect the entire student lifecycle using just one solution rather than managing multiple solutions and time needed for each function.

For almost three decades, the administrative staff and teachers at Summit Montessori School in Framingham, Massachusetts, have focused on providing students with a personalized, creative, yet academically rigorous, education environment. The school is known for and prides itself on its committed engagement to families and students.



Reducing staff workload, giving families ultimate convenience

Since implementing Ravenna Student Management, positive feedback from families has been nothing but unanimously supportive. Families love the convenience of the connected portals; they can easily find and update information in one place: apply or re-enroll at the school, update contact information, manage tuition payments, and view student progress or school updates.



“ A huge benefit is the streamlined system for parents. Parents appreciate that they can sign a contract, access the directory, or fill out a form in one place.

Beyond improving the family experience, Rebecca and her team have seen significant time-savings across the board in the admissions and enrollment processes, tuition management, and reporting capabilities.

Families moving from the initial expression of interest to the application and signing an enrollment contract happens seamlessly in Ravenna Student Management, eliminating confusion and reducing the number of questions previously fielded by the front office during the busy admission season.

“School forms take returning families about five minutes because Ravenna Student Management saves the information they entered the year before. We’ve had parents specifically comment on how fast and easy the school forms are,” says Crawford.

Before implementing Ravenna Student Management, Crawford’s staff had to spend a full week just preparing, printing, and mailing tuition contracts. Not only was this costly, but it was also time that could have been spent marketing to new families, or toward a retention campaign of current students. In the past, the school’s tuition deposits were made using postal mail or brought into the school. During the time the school used FACTS for payments, parents had to create an additional username and password just to make a payment.

Ravenna gives the school the ability to offer flexible contracts that are built, sent, and signed within the unified platform, coupled with the ease of processing online payments—providing convenience while creating efficiency.



Another time drain for staff was manually entering data into spreadsheets, preparing board reports for admissions and fundraising took an entire workday. This equates to 32 hours per month in time just spent on manual data entry tasks. Thirty-two hours a month over a nine-month school year is 288 hours. Rebecca and her team can now produce both admissions and development reports in half a day, saving 16 hours a month on time they used to allocate for creating reports, which is a fifty-percent reduction in time for manual data entry tasks.

Crawford and her team also rely on the value of having a real-time view of financial, application, and enrollment family data providing the school actionable insight and up-to-date tracking on revenue, student enrollment numbers, and fundraising. In addition, all student and family data are kept in a proprietary secure cloud-based system, thus reducing the potential for cyber-attacks as well.

“ Ravenna Student Management gives me the information I need quickly and easily, supporting the Head of School in communicating transparently with the board and giving them confidence in making critical decisions, such as setting tuition rates for the next year, approving the budget, and anything else that comes up,” says Crawford.

Finding the right mix for online 24/7 secure access and fundraising tracking capabilities

Having taken over the Admissions Director role during the height of the pandemic, Crawford also knew it was clear the school could be better prepared by having a cloud-based solution in place. “We had a full-time admissions director who retired at the end of the spring of 2020, during the height of the pandemic. I took on that role, and it was clear I needed something that I could use from anywhere without having to VPN into my server, as well as one system that I could learn for all my tasks,” Crawford explained.

Additionally, as any private school admissions director can attest to, it's vital to track annual fund giving, fundraising events, and tuition. The Summit Fund, which is the school's annual fund, closes the gap between the actual cost of an education and the tuition the school receives.



As the school notes in their giving statement, “Every gift has an impact; every gift makes a positive difference to every student, every teacher, and every classroom.” Tuition revenues at Summit intentionally cover about 85% of the actual costs of educating a student. This keeps tuition as affordable as possible to the broadest possible segment of the population.

Having expanded capabilities for accurately tracking tuition and fundraising dollars within a single system, was an important component to Crawford when considering a new software solution.

“ Whether it’s a fundraising dollar or tuition dollar, tracking them in multiple systems was going to drive me crazy,” Crawford recalls.

After extensive research, Crawford found that Ravenna Student Management was the right fit for the future of the school and the benefits the school would gain from moving to a cloud-based, all-in-one solution for admission, enrollment, tuition management, student information, and fundraising. The price point and capabilities were perfect for a small, but mighty team looking to provide a top-notch experience for students and families while optimizing day-to-day operations.



And as Summit Montessori continues to grow its close community with students, families, alumni, and other supporters, it also can count on the value of transparency, flexibility, and planning for future growth gained with its implementation of Ravenna Student Management.

Learn how your school can benefit from Ravenna Student Management.

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