

Salford school improves admin efficiency with Schoolcomms

Godfrey Ermen Memorial CofE Primary School

- Enhanced parent communications.
- Improved admin efficiency.
- Received excellent customer service.

Schoolcomms case study

Establishment type: Primary School

Aim: To remove cash from school and improve admin efficiency.

Solution: A system already tried and trusted by the school. A payment system that is easy-to-use for both parents and staff.

Impact: 90% of parents using School Gateway for communications and online payments.

What goals were you hoping to achieve when you decided that an online payment system would be a good fit for your school?

We have been using Schoolcomms for over 10 years now. Initially we started with the communication system so we could let parents know about upcoming events and also track non-attendance.

We took on the payment system in 2013, became cashless in 2018 and have not looked back since!

What has parent and staff reaction been to School Gateway implementation?

Initially there was a bit of resistance to the online

payment system but now parents love it, it's easier and quicker for them.

Staff don't have the responsibility of sending the money to the office and there are no 'missing payments' as parents receive an online receipt when they have paid.

What challenges were you concerned about and how did you overcome them?

We encouraged parents to sign up with our termly newsletters and also used the really useful reports available on the system to pinpoint those parents who had not already signed up.

When some parents who hadn't signed up realised they were not getting as much information as those who had, our uptake rate went up and now



We became completely cashless in 2018 and haven't looked back since! We have successfully got 90% of our parents using School Gateway - the parent app."

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there are only a handful of parents who won't engage with the payment service.

We went completely cashless in September 2018 and did think this would create a few issues initially. However, it didn't!

Parents accepted that the school no longer accepted cash and they are happy to pay at a PayPoint with a voucher if they do not wish to pay online. Again, we only have a handful of parents who use this method

What has been your experience with the Schoolcomms Customer Support Team?

Inevitably there will be a few issues when parents can't access their child's payment details or new children start at the school.



Every time I ring the helpline the operators are always so friendly and helpful, nothing is too much trouble."

Godrey Ermen Memorial's experience with Schoolcomms' Customer Support

We can resolve the issue whilst the parent is in the school office if necessary and this makes for happy parents and office staff!

Were there any advantages to using Schoolcomms that you hadn't considered when originally looking?

Using Schoolcomms has freed up more admin time than we first anticipated. We now don't spend hours processing cash, balancing it and taking it to the bank.

We definitely think Schoolcomms is worthwhile investing in!

Learn how Schoolcomms can transform your admin operations:

<https://www.parentpay.com/schoolcomms/request-more-information/>