



Enrollment CHECKLIST

step 1



ParentsWeb Account

step 2



Enrollment Application

step 3



FACTS Account

Look out for
more info about

NEW
PARENT
ORIENTATION

FACTS Account Information

FACTS provides flexible payment plan options for Strong Rock Christian School families. Through FACTS, families can budget their tuition, making a Strong Rock education more accessible and affordable. The process is simple, convenient, and secure. Every Strong Rock Christian School family is **required** to create and maintain a FACTS tuition account for the processing of payments.

- Go to strongrockchristianschool.com
- Click "Parents" in upper left home page
- Click "FACTS Online" on right side of page
- Choose "New Account" to create and manage your account
- Choose your payment plan:
 - bi-monthly, monthly, 3 payments, or annual
- Choose your method of payment:
 - checking, savings, or credit card
- Agree to, and submit online payment plan info

 strongrockchristianschool.com

need HELP? Let's Chat

FACTS Questions:

- **FACTS Phone** 866-412-4637
- **Lisa Hester**, Accounts Receivable/FACTS
678-833-1200 • lhester@strong-rock.com

Admissions Questions:

- **Denise McCracken**, Director of Admissions
678-833-1200 • dmccracken@strong-rock.com
- **Allison Buckner**, Admissions Assistant
678-833-1200 • abuckner@strong-rock.com

Financial Questions:

- **Paul McCracken**, CEO
678-833-1200 • pmccracken@strong-rock.com

FACTS FAQ

Answers to common questions

Q. Is my information secure?

A. Yes. Your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit FACTSmgmt.com/Security-Compliance.

Q. What happens if a payment is returned?

A. Returned payments may be subject to a FACTS returned payment fee. Watch for a returned payment notice for additional information.

Q. How do I make changes once my agreement is on the FACTS system?

A. Changes to your address, phone number, email address, or banking information can be made at Online.FACTSmgmt.com or by contacting your school or FACTS. Any changes to payment dates or amounts need to be approved by the school and the school will then need to notify FACTS. All changes must be received by FACTS at least two business days prior to the automatic payment date in order to affect the upcoming payment.

Q. Do I need to set up an account if I pay in full?

A. Yes, select the annual payment option and your desired payment method.

Q. Will I be able to see my balance and payment schedule before submitting my FACTS tuition account?

A. No, after you submit your tuition account, the school will apply all applicable discounts and aid to your FACTS account. Once this has been done they will "activate" the account and you will receive a detailed statement of your balance and payment schedule. Please check this information for accuracy and contact the school or FACTS with any discrepancies.

