

FORT BEND CHRISTIAN ACADEMY

The Blackbaud logo is centered within a rectangular box that has a green-to-blue gradient background. The word "blackbaud" is written in a white, lowercase, sans-serif font.

General Information – FAQ's

We are excited to provide this service to offer you flexibility and convenience in managing your student account for the 2021-2022 school year!

What is Blackbaud Tuition Management (formerly Smart Tuition)?

Blackbaud Tuition Management provides tuition services for schools and parents, including online account access, tuition and fees invoicing, payment processing, and customer care.

How do I get access to Blackbaud Tuition Management?

Upon completion of your Enrollment Contract, you will be able to access your tuition account by logging into MyFBCA and selecting the tile for Blackbaud Tuition Management. This will take you directly to your tuition account. You do not need a separate user name and password for Blackbaud Tuition Management.

What can I do once I have logged into my Blackbaud Tuition Management account online?

You can do the following:

- Check balances
- Make a payment online 24/7
- Review payment history
- Change/edit your payment method
- Update your personal information
- View and print invoices
- See an itemized breakdown of tuition, fees and discounts billed to your account

Whom should I contact if I have questions regarding my bill?

The Parent Contact Center is available to help you at (888) 868-8828. Our Parent Contact Center team can:

- Provide you with balance and account information
- Take a payment or update your payment information
- Review your payment history
- Update your personal and contact information
- Provide or change your online username and password
- Address concerns regarding your account

Is there a cost associated with the Blackbaud Tuition Management account?

There is no cost to the family for this account.

What credit cards does Blackbaud Tuition Management accept?

Blackbaud Tuition Management can accept VISA™, MasterCard™, American Express™ and Discover™ credit and debit cards. Please note that a convenience fee will apply.

Why is my monthly amount different each month?

Your total amount due may change month to month due to fees, discounts, and adjustments that have been made by your school. Fees may include Extended Care (before and after school care) and will be invoiced according to the payment plan and method you selected.

What if I have more than one student attending FBCA?

In choosing a single account, your children will be on the same payment plan and payment method. They will appear on the same invoices and statements. Choosing separate accounts will allow you to select different payment plans and payment methods for each child.

What if I think an amount on my bill is incorrect?

If you disagree with any of the amounts on your bill, you can contact the Parent Contact Center. We will contact the school on your behalf to clarify the amount due. Blackbaud Tuition Management is not authorized to modify the amount of tuition due or arrange for alternative payment plans without your school's approval. You may also contact Janey Gurney, FBCA Student Billing Manager, at 281-263-9153 or by email at jgurney@fortbendchristian.org.

My tuition is due in two days. What is the quickest way to make a payment?

There are two immediate payment options including:

- Pay online through MyFBCA and selecting Blackbaud Tuition Management on the Resource page
- Pay over the phone by calling (888) 868-8828

Note: Payments made by phone and web are posted the same day they are received.

What is my school's late payment policy?

Payments are due on or before your due date. If payment is not made in full by your due date, or you are carrying an outstanding balance, a Follow Up Service Fee of \$40 per month will apply. Blackbaud Tuition Management will remind you of your upcoming payment to help you pay on time. We will also advise you when you have missed a payment to help you avoid any future fees.

Are there bank fees associated with payments that are not successful?

A fee of \$30 will be applied to your account for any failed payment processed via auto-debit, phone, web or failed check payments. Your bank may also impose additional fees. Failed automatic payments will be resubmitted one time, ten days after the original debit date.

How can I set up new banking information to pay automatically each month?

Changes to banking information MUST be made at least three business days before your next scheduled debit. You can update your banking or recurring credit/debit card information by logging in to your account through MyFBCA, or you can call us directly at (888) 868-8828.

If I need assistance, who do I contact?

If you have any questions or concerns, contact Blackbaud Tuition Management at (888) 868-8828 or contact the FBCA Business Office - Janey Gurney jgurney@fortbendchristian.org or call 281-263-9153.