



Fountain-Fort Carson School District migrates from BoardDocs to Diligent Community with ease

Fountain-Fort Carson School District in Fountain, Colorado, represents approximately 9,000 students in 14 elementary, middle and high schools. Five of the district's 14 schools are on the Fort Carson army base.

Executive Assistant, Shiona Nash, supports the superintendent of schools as well as the five-member Board of Education. Nash, a BoardDocs user since December 2016, migrated to Diligent Community in January 2024.

Company: Fountain-Fort Carson School District

Industry: Education

Location: Fountain, Colorado

Better tech for best practices

Recognizing that Diligent Community would be a more up-to-date and mobile-friendly solution to replace BoardDocs, Nash signed on with Diligent Community in 2023. Transitioning to a next-generation solution to improve agenda preparation and communication, to better maintain critical documents, and to enhance board and community engagement was an easy decision.

However, Nash was also aware that the migration to this new solution would require some education and acceptance by the board members before full adoption. “It took our board members quite some time to detach from the paper process when implementing BoardDocs, so I was hesitant to introduce an entirely new platform,” she said.

“As the administrator, it is my job to know the ins and outs of the software so that I can assist users as needed. Diligent allowed me to implement Diligent Community in my district at my own pace and when I was comfortable doing so,” Nash added.

The Diligent migration team provided the district with comprehensive information about the process and training resources. By taking advantage of the in-depth Administrator’s Guide, as well as virtual training sessions covering key topics such as board agenda creation and navigating the software, Nash was well equipped to oversee the migration.

The migration and training process

Nash credits their Diligent migration specialist with making the transition from BoardDocs to Diligent Community a smooth one for her and the board. She was allowed the time to learn and test the software in virtual training sessions and helpful webinars — all in preparation to roll it out.

Diligent also alerted Nash to upcoming product updates, announcements, and how-to-videos throughout the migration process so she could be up to date. An especially useful feature during the migration was that vital documents such as past board agendas from BoardDocs were also housed on Diligent Community to avoid having to navigate two websites.

“Hearing administrators express their happiness with Diligent Community made me confident we chose the right platform.”

Shiona Nash
Executive Assistant

“The training videos allowed me to refresh and train myself, as well as the ability to send the videos to administrators and board members to support their training. Any question I had was readily answered by my Diligent Community contact. She also offered helpful tips for a successful migration.”

Shiona Nash
Executive Assistant

The results: A smooth transition and greater efficiency

The migration from BoardDocs to Diligent Community for Fountain-Fort Carson School District has been a success. Board members and school district administrators are thrilled with the ease of using Diligent Community, especially when they are traveling or busy with other responsibilities. They now have the ability to review and approve meeting agendas and other documents from their mobile devices.

“BoardDocs was great, in its own time, but it was not practical for today’s virtual world. Whenever I needed to update an agenda item while traveling, I had to call the office and hope there was someone there who could do this,” Nash explained. With Diligent Community, the administrator can also easily update agendas on-the-go, annotate them with notes, and download all-inclusive board packets for ease of printing if desired.

Maintaining and updating important policies affecting the district is essential. Policy Publisher, a Diligent Community feature, has made a huge difference for Nash with the board members. Today, she can redline policies, track changes, attach them to board agendas and republish them as needed — all while keeping them centralized and organized on the platform. When policies have been changed or updated, Diligent Community also notifies board members and administrators that a new version is available.

Another valuable feature of Diligent Community is “Request to Speak” which allows citizens to sign up to participate in public board meetings. The system collects their contact info and topics and notifies the individual if they have been approved to speak at the board meeting. The feature fosters better community engagement. Nash says, “The Request to Speak feature is huge! It was one of the features I previewed during a demo at the Diligent conference that made me want to know more. I wish we had Community in 2020 and 2021 when a lot of districts were overwhelmed with managing public participation for board meetings.”

“The redlining capability and centralized document management make policy updates and approvals much more efficient.”

Shiona Nash
Executive Assistant



Along with the ease of creating, posting and accessing board meeting agendas, these features have been very important to Nash, the school district and the community at-large.



Smooth transition from BoardDocs to Diligent Community



Complete and responsive training and support for executive assistant, superintendent, and school board members



Centralized and organized solution for essential board and policy documents

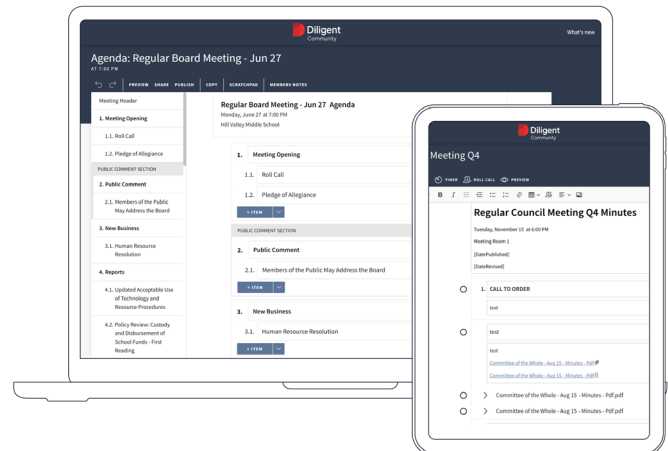


Enhanced public and board member engagement



Our community can access past board meetings and receive all the information that was available to the public from that meeting. The minutes are posted and attached to the agenda so that they can see any action that the board has taken on a particular topic.”

Shiona Nash
Executive Assistant



About Diligent Community

Diligent Community is the next-generation governance solution designed to enhance effectiveness and efficiency for public boards and leadership teams. Tailored to cater to the unique needs of diverse public organizations, Diligent Community empowers streamlined decision-making, ensuring transparent and effective governance. As a trusted offering from Diligent, a leader serving over 14,000 mission-driven organizations globally, Diligent Community is your essential tool for driving impactful governance, fostering better communication, and achieving shared success.

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