

### SchoolRelay Telephone and Web Registration

Eliminate long line-ups, frustrated parents and staff, altercations and the formation of "tent cities" with TeleFlow RegisterMe. Registration of students should no longer be a "wait in line" process, parents and the community in general expect web and telephone technologies to be deployed for registration. Does your school have one in place?

TeleFlow RegisterMe provides parents the ability to register their children in the school of choice, without taking time off work or standing outside for hours in long line ups.

### Benefits for Parents

Providing both web and telephone options for registration prevents stressful situations from occurring. Parents today have fewer children and when possible tend to expend exhaustive efforts to ensure their child is first in line, providing the best chance for enrollment. In situations where there are limited seats, parents may line up for hours or even days in order to ensure their child is placed.

This situation, is not an uncommon one and can be very frustrating, especially for single parents, when time is not available to be physically in line for hours. In cases where inclement weather occurs, the fairness of selection may also be compromised strictly because parents are unable to arrive in time for time based selection. In addition, when there are very few positions for a desirable school, "tent cities" may occur, resulting in congestion, litter, and sometimes even violence.

By providing parents access by both telephone and web, the best chance at fair selection can be offered. Both online and automated telephone registration methods are treated equally, and no preference is made for either. The selection method for determining which children will be accepted to the school can be either based on either "first come, first served", or by lottery once all the registrations are received.

### Benefits for Administrators

Deploying an automated registration process not only protects your staffing resources, but provides an easy, safe and effective way of handling the registration process, providing a non-disputable first come first serve experience. Once all the registrations are gathered from the automated application, the administration screen shows all the entries providing staff the means to determine eligibility. Efficiency of processing, and collation of data help speed the process to a fraction of the time it would normally require to process in person registrants.

### Immediate Benefits Realized With SchoolRelay:

- ▶ Save time searching substitute teachers
- ▶ Save time searching to find replacement staff
- ▶ Eliminate line ups for school registrations
- ▶ Easy-to-use
- ▶ Free staff time to work on other tasks
- ▶ Reporting for statistical purposes
- ▶ Customizable application
- ▶ Improve the registration process for the community
- ▶ Provide detailed instructions for the replacement worker by recording custom messages and notes for the replacement teacher to reference.

### SchoolRelay Solutions:

- ▶ TeleFlow RegisterMe
- ▶ StaffRelay Solutions

**Abbotsford School District** is consistently ranking among the highest academic performers in BC, and annually ranks within the top ten in athletics and arts. Their schools produce a large number of Provincial Scholarship winners each year, and have had several perfect scores consecutively on provincial examinations. Challenging programs of choice are offered for a select few elementary and middle schools. Choice schools were designed to be non-sectarian, not charge tuition fees, and be accessible to all students who fit within the parameters of the schools' charters. A choice school provides students with an environment on which to learn that is similar to a private education facility but operate under the public education system. Since students in choice schools generally outperform the provincial average, the schools have high parental and student satisfaction rates; they are continually expanding and have substantial waiting lists.

### **Business Challenge:**

Due to the growing popularity of choice schools and the limited enrollment space, parents have resorted to camping for up to a week in advance to get their children into the school of choice. Parents had been renting trailers and tents and camping out on the schools property in hopes being one of the first in line to get their children into the school of choice. This process has caused a tremendous amount of litter, conflicts and complaints from the community in which these schools reside.

### **Objectives:**

- ▶ To provide a means in which parents can register their children without resorting to camping out on school property in advance.
- ▶ To automate the registration process while ensuring fairness.
- ▶ To ensure a system could handle the influx of registrants via web and Telephone
- ▶ To provide a time sensitive automated registration system that would be easy to use by staff and parents

### **Solution – Automated Registration:**

engenic provided a combined Web and Telephony registration system, built with the Abbotsford School Districts' requirements in mind. This automated Telephone and Web registration environment allowed parents to register their children for the school of their choice between the hours of 8am- 10am.

This highly effective solution allowed for registration requests to be filled on a first come first served basis, time stamping each registration request to ensure fairness.

For this application, engenic provided the following:

- ▶ A telephone and web based application designed for registration requests allowing parents to select the school of choice.
- ▶ The Telephony application recorded requests (with spelling prompts) for transcription and to ensure accuracy.
- ▶ A custom user interface (GUI) which compiled the Web and Telephony registrations for export and transcription purposes.
- ▶ A custom interface that enabled staff members to review, type and fill in all pertinent information from the Telephony recordings for export to a file for easy sorting.

### **Telephony**

Parents were instructed to dial into the customized Telephony application through a toll free number between the hours of 8am-10am the day of registration. The system would collect all pertinent information for the registration process.

#### Features:

- ▶ 1-800 telephone number to call for registration.
- ▶ Ability for registrants to speak and spell their name and the name(s) of their child or children.
- ▶ Touch tone recognition of daytime telephone number
- ▶ Touch tone selection of the school requested
- ▶ A confirmation / reference number to ensure registration request was received.
- ▶ A Graphical User Interface (GUI) for review and transcription of recordings.
- ▶ Ability to export to CSV or TXT file the transcribed information for easy use and access.
- ▶ Hosting for server

#### Information was delivered by:

- ▶ Audio playback through a GUI for transcription by the Abbotsford School Districts transcriptionist.
- ▶ FTP transfer to the transcriptionists location

#### Web

engenic designed a Web application for Abbotsford School Districts registration. The inputted data was sent to a database which read and sent back a sequential confirmation number to ensure the data was received. The data was made accessible to the Abbotsford School District through the customized Graphical User Interface (GUI) which provided both the Telephony and Web registrations for easy viewing and reporting.

#### Functions supported include:

- ▶ Parents received a confirmation number upon completion of registration request.
- ▶ Registrations were time stamped for avoidance of conflict
- ▶ Reports were available through the custom GUI by export

#### Benefits:

- ▶ Prevention of litter, conflicts and camping on school property for registrations.
- ▶ Reduction in staffing costs and resources to complete the registration process
- ▶ An increase in staff productivity, by allowing them to focus on tasks other than registration requests
- ▶ Prevention of complaints from residents in the community
- ▶ Ability to process over one hundred registration requests within a two hours window, without conflict or confusion
- ▶ Providing a fair and reasonable way for parents to register their children without a negative impact on the community

#### Services used:

- ▶ Consultation
- ▶ Application design
- ▶ Automates Telephony application
- ▶ Database access
- ▶ Custom TeleFlow development
- ▶ Telephony Hosting
- ▶ Web development

#### For More information

For more information about engenic products and services, call engenic at (888) - ENGENIC (888- 364-3642). To access information using the World Wide Web, go to: <http://www.engenic.com/>