Snapshot

Name : School District No. 38

Industry: Education

Location: BC, Canada

Website: www.sd38.bc.ca

Customer since: 2006

Challenges

✓ Support BCeSiS users

✓ Streamline Virtual School Registration Process

✓ Increase helpdesk productivity

✓ Do more with less

Results

✓ Built a knowledge base for teachers and clerical staff

✓ Improved registration process efficiency by 30%

✓ Automated responses for registration confirmation and notification

✓ Provided an easy-to-use, effective solution

Background

In 2007, School District no. 38 piloted a new software, The British Columbia enterprise Student Information System (BCeSiS) to record and track student attendance and reporting. By 2009, all Elementary and Secondary schools in the District had adopted the software. Its implementation, deployment and usage generated a lot of questions. Much was needed to capture, build and deliver a searchable knowledge base of questions and answers to reduce the volume of calls and emails the support staff was receiving.

At the same time, interest was arising from the online courses provided through the Richmond Virtual School Program. The online registration process was cumbersome with a lot of manual steps to capture the registration, confirm and notify all stakeholders. With enrollment on a sharp rise at an estimated 50% increase for 2010, the registration process needed to change.

Challenges

- Deployment of a new District-wide software
- Staff Involvement
- High volume of questions
- Limited resources
- Cumbersome registration process
- Limited flexibility, reporting and communication processes with current registration home grown application
- Technical Skills required to modify/edit current registration application

BCeSIS Integration Solutions

CustomAnswers provided the District with an application that enabled teachers and clerical staff to build a dynamic repository of answers to questions arising from the use of the BCeSiS software. The answers are provided directly and automatically when a question is asked from within First Class® Conferences, the school district's communication system produced by Open Text and BCeSIS produced by AAL . New questions are forwarded automatically to the right person, in the proper department. New answers are added with a single click to continually increase the knowledge base and reduce the need for human resources. As a result of CustomAnswers knowledge base, support staff can dedicate more time to other roles and responsibilities without any loss of service to the stakeholders.

Virtual School Registration Solutions

With CustomAnswers, the online registration is now fully automated online. Students are automatically emailed information confirming the courses they have registered and are able to search for FAQs and ask new questions. Staff receive immediate notification of new registrations to forward on to school counselors. Timely communication is critical and keeping everyone informed is key to the solution that CustomAnswers provides.

CustomAnswers web-based CRM solutions

Easy Implementation

"The new system was very easy to implement and did not require any technical skills. With CustomAnswers, it removes the burden to manual emailing. The system auto notifies and auto responds to registration requests."

Gary Chan BCeSIS/Richmond Virtual School Teacher Consultant .

Staff Productivity improved by 30%

"Enlightening. We are now a lot more productive,..."

Esther Ayukawa—Richmond Virtual School Secretary

"All information is available in real-time at our finger tips. Communication is easy and the right information is forwarded to the right person automatically". "With CustomAnswers, students are immediately notified, staff, teachers and counselors are aware of attendance and reports can be triggered on any of the searchable fields, such as school, course, etc.. This will also enable us to be more accurate in our budgets".

Glen Priestley Richmond Virtual School Coordinator.

Confidentiality

School District No. 38's data is hosted in Canada in a Class "A" secure environment. SSL is a mandatory requirement and data encryption guarantees the confidentiality of the information stored with CustomAnswers.

About CustomAnswers

CustomAnswers, a leader in Customer Relationship Management (CRM), offers a central system that manages and improves all inbound and outbound Customer interactions.

Delivering a Software as a Service (Saas), CustomAnswers empowers organization of all sizes to provide outstanding Customer Service.

Founded in 2001, CustomAnswersare flexible, powerful, intuitive and easy to use.

Visit www.CustomAnswers.com for more information

"With a forecasted increase of 50% in the enrollment for Virtual Classes, it was critical to implement a system that allowed us to do more with less. CustomAnswers does everything we need to do. It is very comprehensive and easy to use".

Gary Chan
BCeSIS/RVS Teacher Consultant