TOP 30 OPERATIONAL PROCESSES TO AUTOMATE IN 2021:

An EdTech webinar for Australia and New Zealand Schools

Brought to you by Operoo

operoo

OPEROO EDTECH WEBINAR:

2 - 3PM AEST, TUESDAY 14TH SEPTEMBER

Today's Agenda
Top 30 operational workflows digitised in Operoo during 2021

- → Parent Workflows
- → Staff Workflows
- → Student Workflows
- → Payment Workflows
- → Health Workflows
- → Public Workflows

operoo

Your Presenters

Lachlan James
Chief Marketing Officer, Operoo
ljames@operoo.com

Joel Westley
Senior Account Manager, Operoo
joel@operoo.com

operoo

About Us

Our Mission
How we help schools

→ Operoo empowers schools to use every minute and every dollar possible on student education, rather than wasting resources on operational inefficiencies.

Use a template or make any form

Add any approval workflows

Automatically distribute to your audience

Responses received within minutes

Trigger follow-up action based on responses received

Securely collect consent, payment, medical info or any other data required
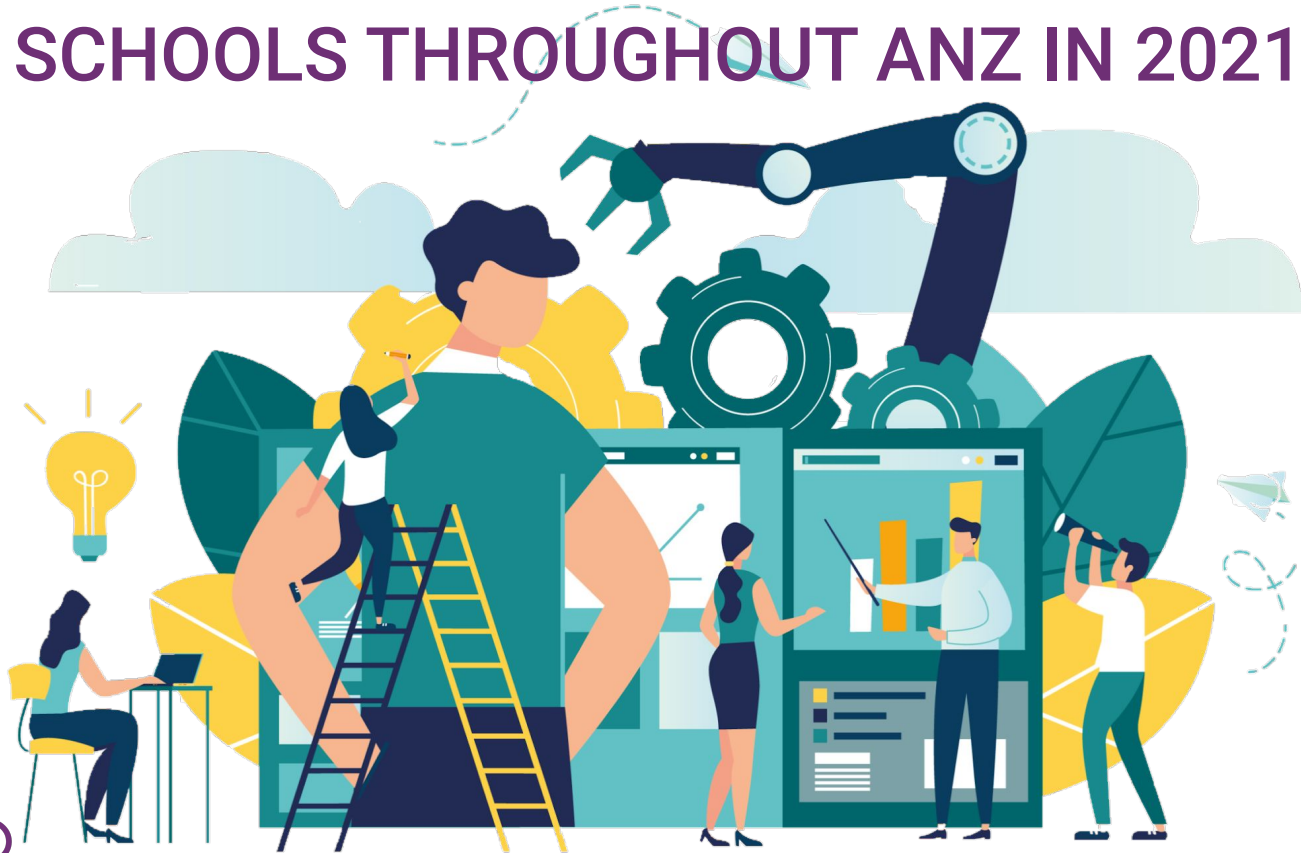
Automated reminders sent to stragglers
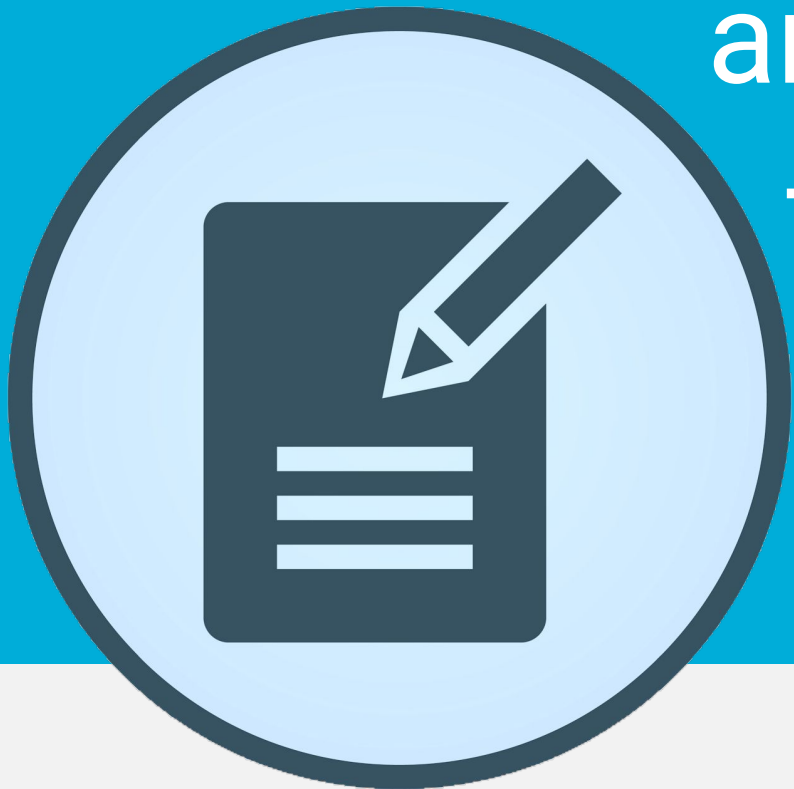
Track, analyze and act on responses

TOP 30 OPERATIONAL WORKFLOWS DIGITIZED BY SCHOOLS THROUGHOUT ANZ IN 2021

Student enrolments and transitions

→ These are the most resource-intensive recurring processes experienced by (almost) all schools

operoo

A School Case Study:

Automating Start-of-Year Processes

How Beaconhills College went from paperwork calamity to giving staff their time back, parental peace-of-mind, and anytime access to single source of truth for up-to-date medical data.

The Results

Beaconhills College (AUS)

TOTAL UNIFORMITY IN THE WAY DATA IS COLLECTED ACROSS THE SCHOOL	**23,760** SHEETS OF PAPER SAVED AT THE START OF EACH SCHOOL YEAR	**2,376** MAN HOURS REPURPOSED EVERY JANUARY	**$50,000+** SAVED ON COLLECTING STUDENT MEDICAL DATA EACH YEAR
100% AUTOMATION OF ALL SCHOOL TRIP TASKS	**ONE** SOURCE OF ACCESSIBLE TRUTH FOR ALL MEDICAL DATA	**$250,000** OF INTEGRATED PAYMENTS PROCESSED THROUGH OPEROO EACH YEAR	**100%** DIGITISATION OF ALL CONSENT AND MEDICAL FORMS

Excursion & extracurricular activity management

→ Pull together the many components of managing school trips and activities in one easy-to-manage workflow

operoo

St Peter's College Case Study: Automating Trip Management

How St Peter's College digitized and automated school trip management to escape a paperwork avalanche, give teachers their time back, keep students safe and engage its parent community.

The Results

Safe students, happy teachers, engaged parents

1 SECURE SOURCE OF TRUTH
A single universally accessible place for all student medical data.

100% MOBILE ACCESIBLE
Staff can access student forms and medical data via any device.

97%
of students live in Operoo within two months.

1 WEEK ⟶ 30 MINS
Parents respond to forms in minutes, not weeks.

235 TRIPS
The number of trips managed through Operoo each year.

8,888
Digital permission forms are submitted via Operoo each year.

32,000 +
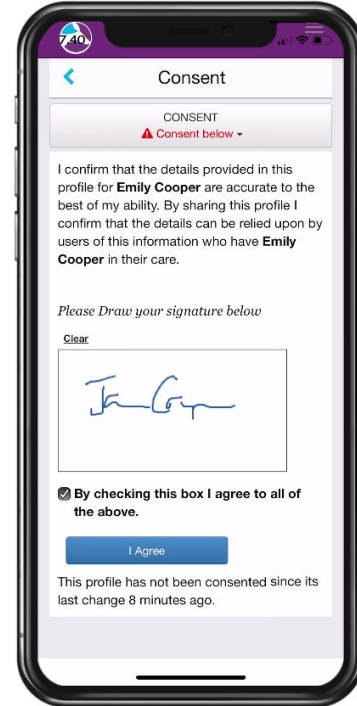Sheets of paper saved on consent and medical forms per year.

1,059
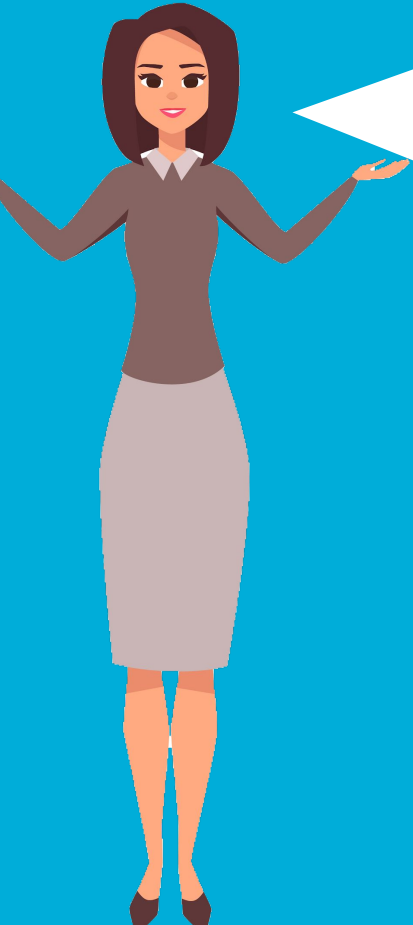Different types of eForms created in Operoo since 2015.

Before & after school club management

➔ Registration

➔ Consents and Comms

➔ Access to medical info

➔ Third-party provider access

operoo

"Process automation transformed the management of extra-curricular activities; particularly our after school club. Parents love how easy it is to make bookings and give consent through digital forms, while we have internal visibility into the number of sign-ups per day, age group and activity type. The live updates of data save us a monumental amount of time."

- **Sarah Allmond — Compliance, HR and Information Manager at Bishopsgate School Surrey, England, UK**

Messaging & comms

Effortlessly ensure parents are informed & engaged anywhere, anytime

→ Daily Announcements

→ Text Messaging

→ News distribution

→ Email

→ Push notifications

operoo
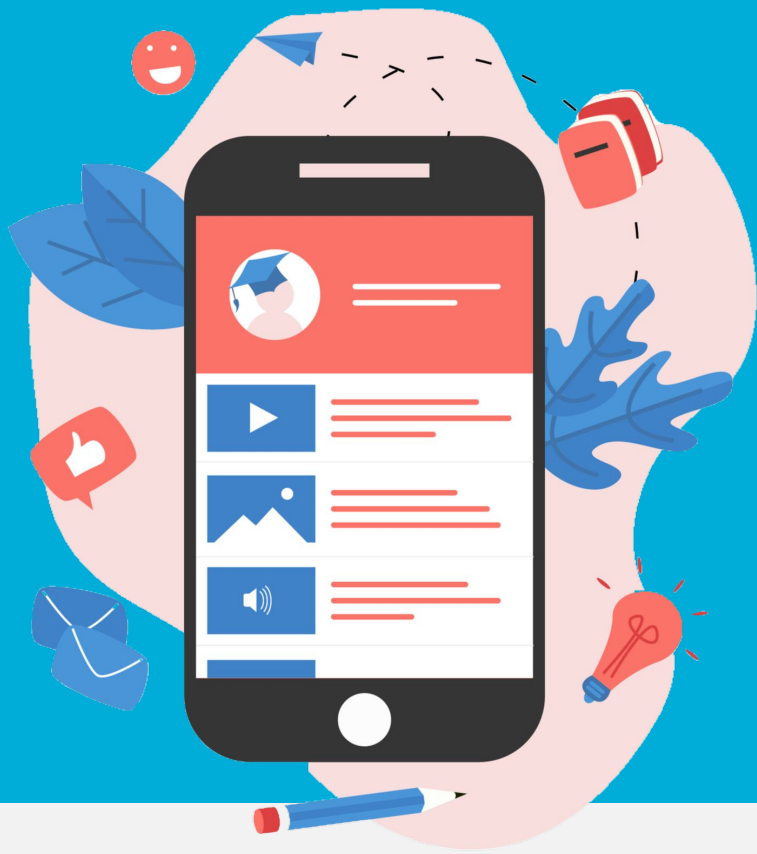
Embrace push communications. Don't rely on passive pull tactics.
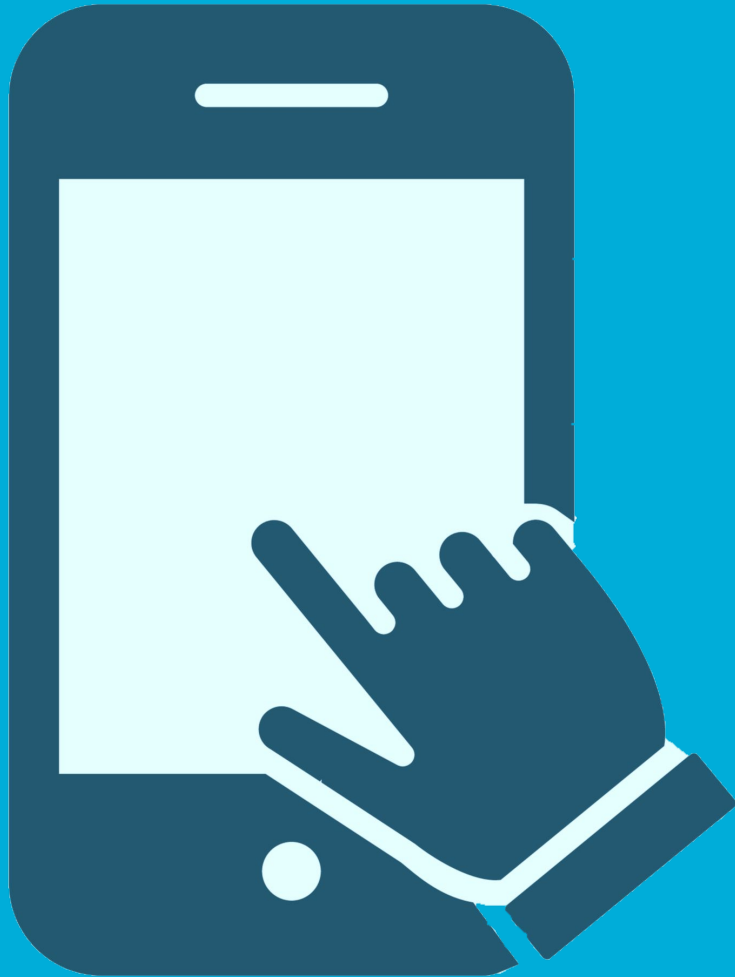
Be mobile ready and device agnostic

Smartphone penetration rate

➜ Around 80% of all Australians use a smartphone (statistica.com)
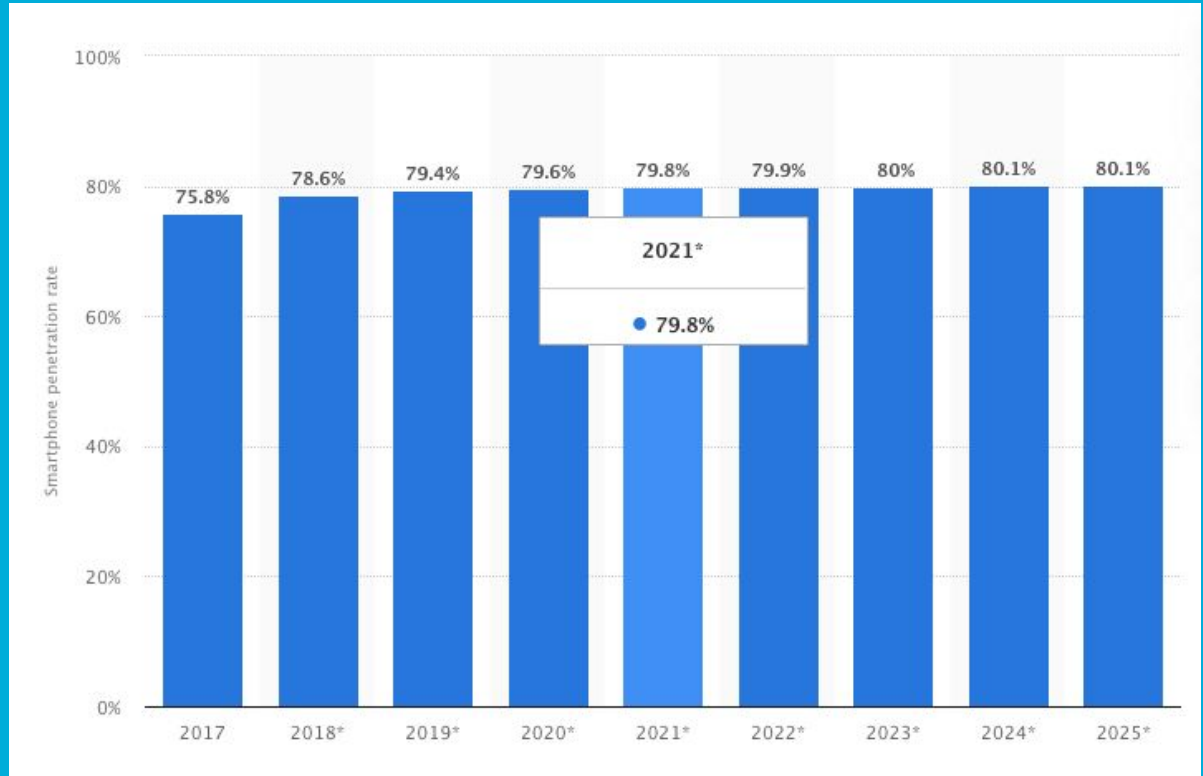
Average time smartphone users spend online

➔ Australian's with School-aged children spend the most time on their phones (statistica.com)
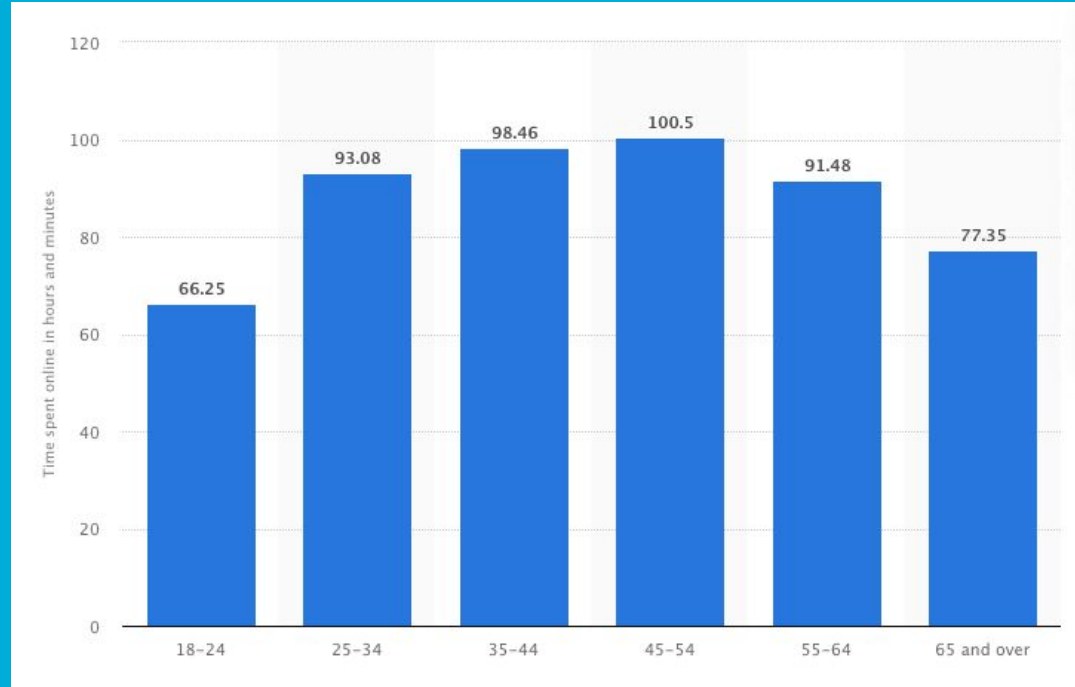
Mobile operating system market share

→ August 2019 - August 2020, In Australia (statistica.com)
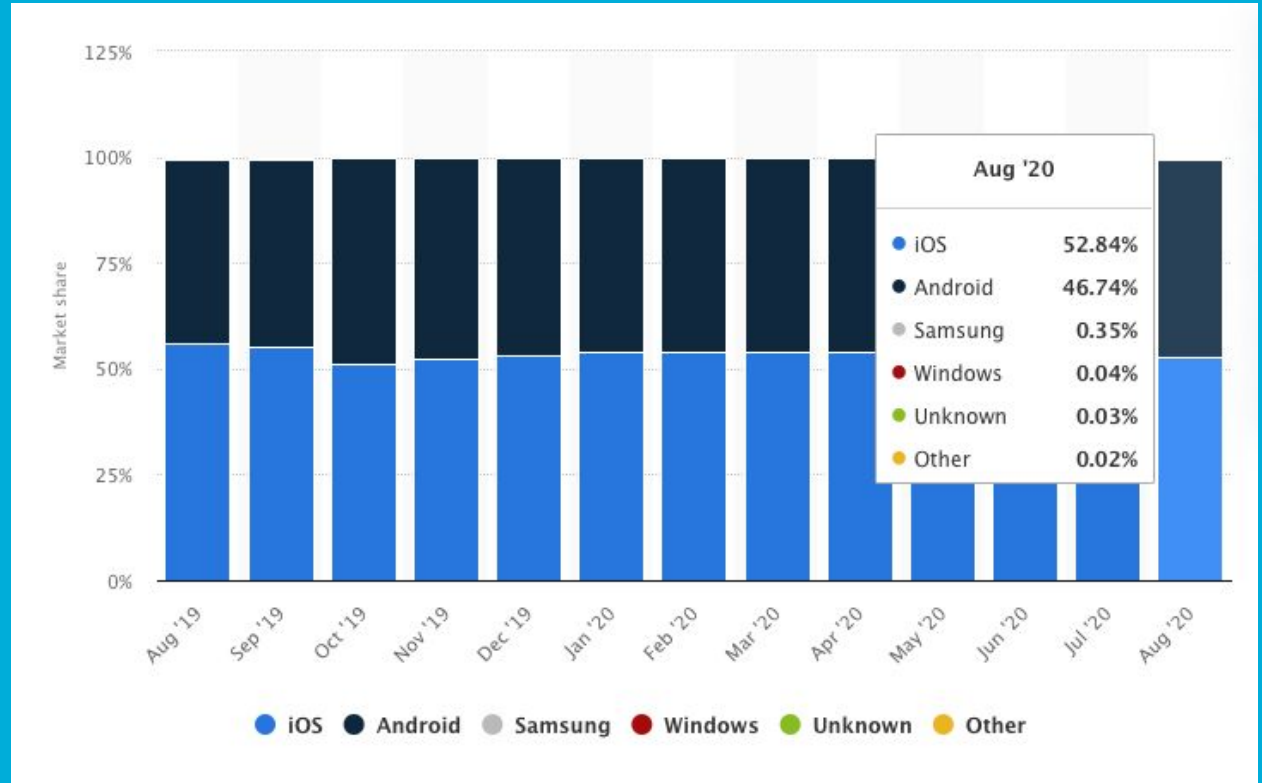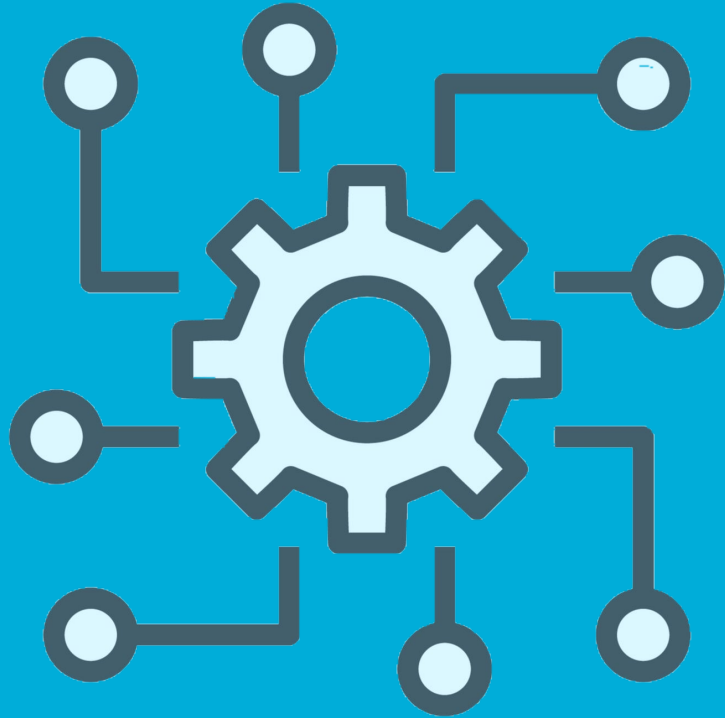
Execute an omni-channel communications strategy

Parent – Teacher Conference Mgmt

Digitally deliver conference booking forms straight to parents' mobile phones, track scheduled appointments in real-time, and automatically notify teachers as soon as an appointment is logged.

operoo

Speak your audience's language with multi-lingual communications distribution

Languages other than English spoken at home 2016

➜ Source: ABS 2016,
   Customised tables
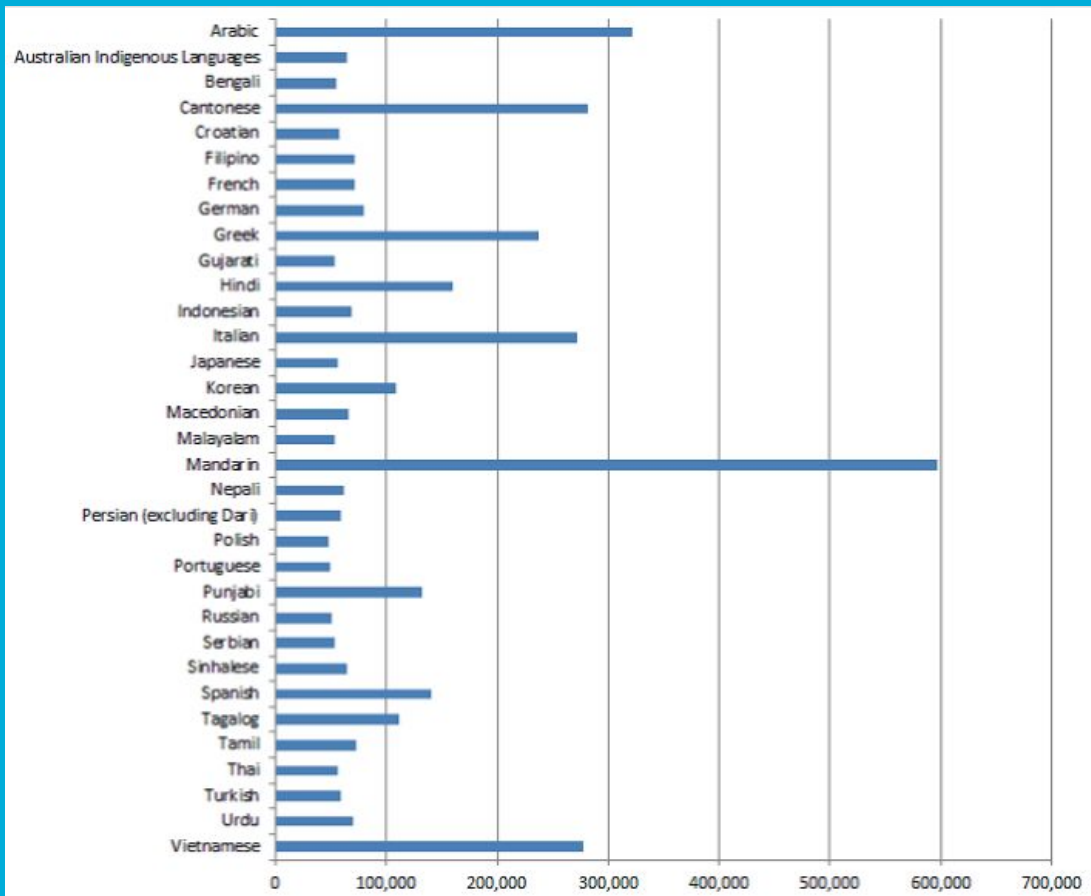
25% of primary & secondary students come from EAL families

Individual Education Plans

Distribute all IEP documents to parents and staff digitally, embedding automated approval workflows, to ensure each person can quickly complete and sign-off-on the plan.

operoo

School and DOE letters

Never again struggle with lost and crumpled announcements, hidden at the bottom of school bags.

➜ Memos from the principal
➜ Policy updates
➜ Out-of-school uniform days
➜ etc

operoo

Payment Workflows

Ordering and payments for parents

Consolidate payment and form-based processes in the same seamless digital workflow.

➔ School fees and exam payments
➔ Uniform ordering
➔ Extracurricular activity payments
➔ Books and supplies
➔ Sports and athletic fees
➔ School events (productions, music performances, etc)

operoo
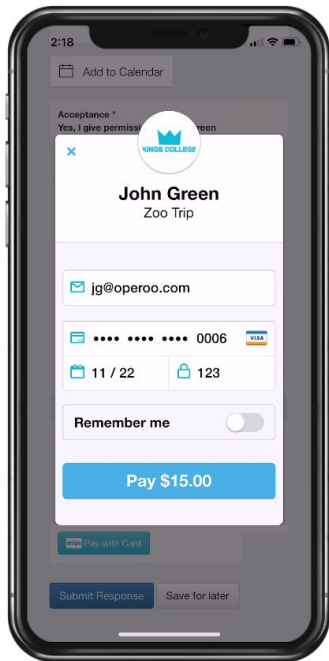
Staff finances

Digital applications and automated approval workflows

→ Supply purchases

→ Reimbursements

→ Payroll management

operoo

Request management

Digital applications and automated approval workflows

→ Room reservations

→ Professional learning & development

→ IT support

operoo

Absenteeism Management

→ Logging

→ Tracking

→ Reporting

operoo

Taking digital roll calls

Know where your students are at all times — from tracking classes attendance during on-campus or remote learning, to participation in school trips, events & extracurricular activities.

operoo
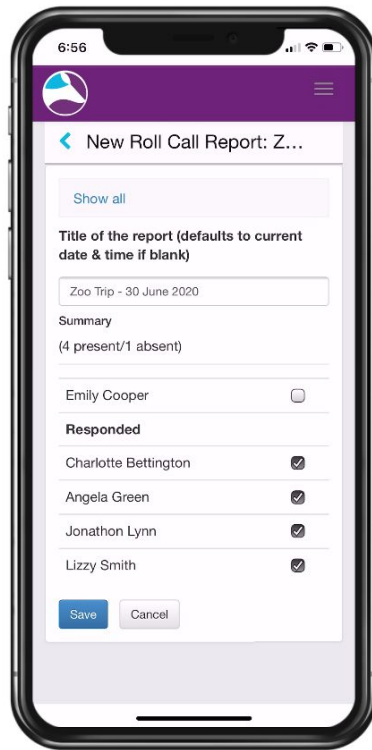
IT help desk request management
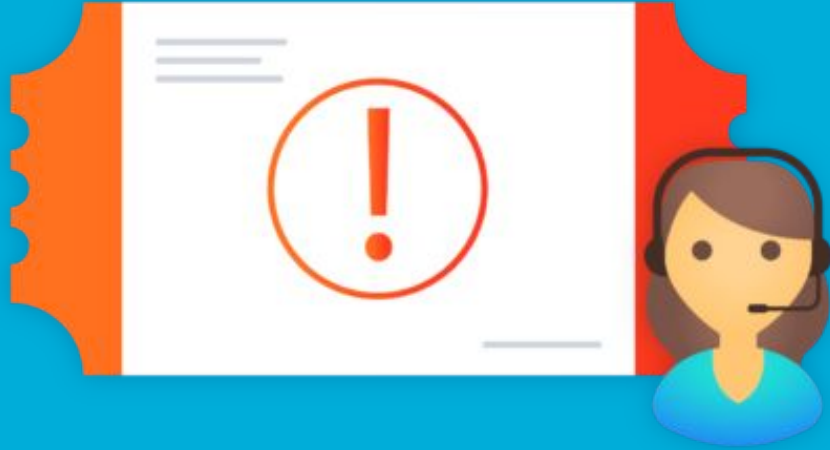
Effortlessly set-up an end-to-end digital workflow to ensure nothing falls through the cracks — from logging, categorizing, resolving and communicating progress of support tickets submitted.

operoo

Staff appraisals

Ensure everybody is held accountable to deadlines, removes the need to manually chase non-respondents, and improve completion rates and timeframes.
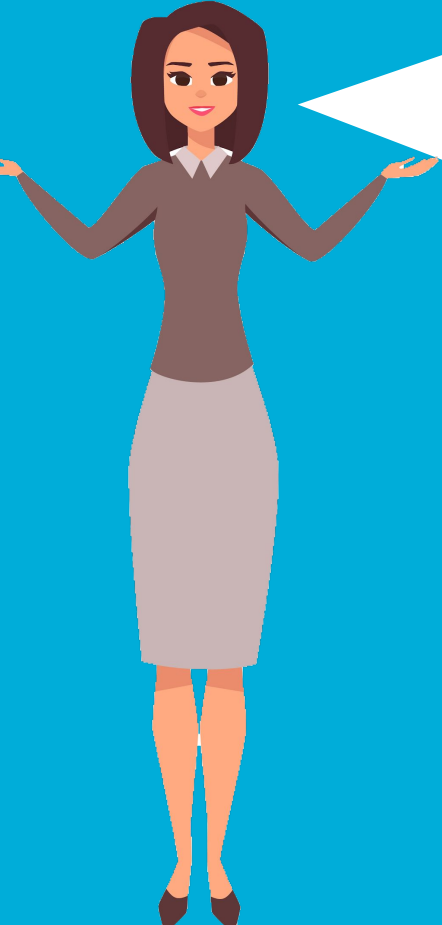
operoo

"About 18 months prior to Operoo, we relaunched the format of our staff appraisals. Unfortunately, we had poor uptake and engagement. So, I move it all onto Operoo along with our other staff processes. For the first time, we completed it all on-time with no manual chasing. It's been transformative!"

- Sarah Allmond
Compliance, HR and Information Manager
Bishopsgate School (Surrey, England, UK)

New personnel onboarding

Significant resources are spent onboarding or inducting new staff members. Automate the entire onboarding process in one digital workflow with Operoo.

operoo

Risk assessments

Digitise and automate the creation and approval of risk assessments

➜ Consistent

➜ Repeatable

➜ Reliable

➜ Adhere to industry standards

operoo

Staff Intention Forms / Teacher Preference Sheets

Digitally design, distribute, collect and analyse staff intention forms in a single, integrated workflow.

operoo

Staff Compliance & Policy Management

Digitise and streamline your staff-facing processes that distract from your core mission: Teaching & supporting young people.

operoo

The Results

Bishopsgate School

80 STAFF USE CASES
Automated through Operoo: From staff onboarding to leave requests.

NO MANUAL CHASING
Of staff for missing forms, information, acknowledgements or consents.

380 OF 380
"All our parents are onboard with Operoo and love it."

100% AUTOMATION
Of all staff processes, requests, forms and workflows.

12-HOURS
For all parents to return signed digital consent forms for remote learning.

100% STAFF ADOPTION
Staff rave about Operoo and the amount of time the platform saves them.

SIMS INTEGRATION
Means medical, emergency, dietary and other data is synced and updated in the student record.

1 SOURCE OF TRUTH
For distributing, collecting and monitoring all staff form responses, requests and process completions.

"TRANSFORMATIVE"
Change in staff response rates and submission timeframes for all policies and processes.

28 TRIGGER ACTIONS
Fully automated in one COVID-safe workflow, keeping the school safe and compliant.
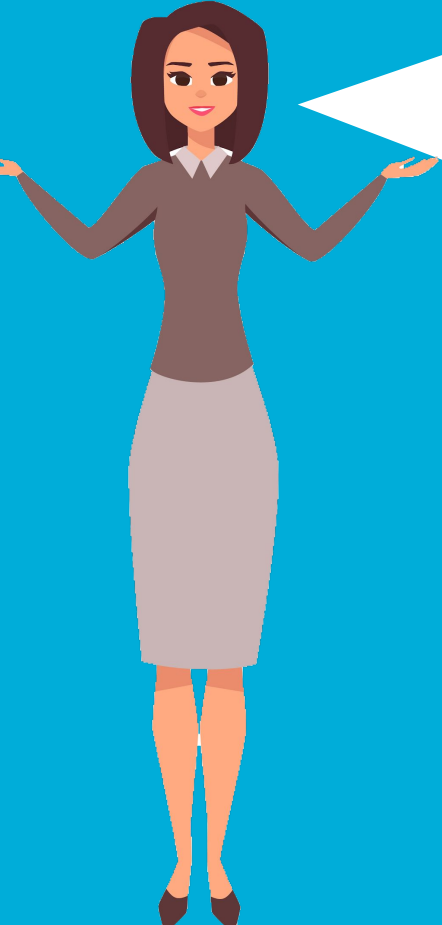
"We've now automated over 80 staff forms and processes — from staff onboarding to leave requests. But, that didn't happen overnight. We started with the areas that caused people the most consistent pain and went from there. It's also important to demonstrate quick wins to gain buy-in from stakeholders."

-   **Sarah Allmond**
    Compliance, HR and Information Manager
    Bishopsgate School (Surrey, England, UK)

Demonstration

Staff Workflows

→ Request Management
  (Professional L&D request)
→ New personnel onboarding

Student medical data

Digitally collecting and verifying student health information

➔ Student Medical Profiles

➔ Action Plans

➔ Medication administration instructions

and supporting documentation

COVID-safe Processes

→ Health checks

→ Date-stamped passses

→ Case tracking & reporting

→ Testing consents

→ Hybrid scheduling
  & cohorting (bubbles)

operoo

'Pupil Absence Notification' form - questions about Covid trigger different aspects of the system

'Yes' answer to contact outside the home

Pupil tagged 'contact outside home' and goes into that group

'Yes' answer to quarantine question

Pupil tagged 'quarantining' and goes into that group

Absence Report - Self-Isolation form goes to parent asking them to complete the self-serve form 'Covid-19 return after isolation when they know the planned date of return. Selects which area of school their child is in.

Email goes to relevant academic leader notifying them that the isolation work email has been sent to parents

Appropriate email goes (immediately) to parent with link to the work that will be available for their child within 48 hours

Parent completes self-serve form with date of return.

Office gets email instructing them to remove 'Quarantining' or 'Contact outside home' tag on date of return.
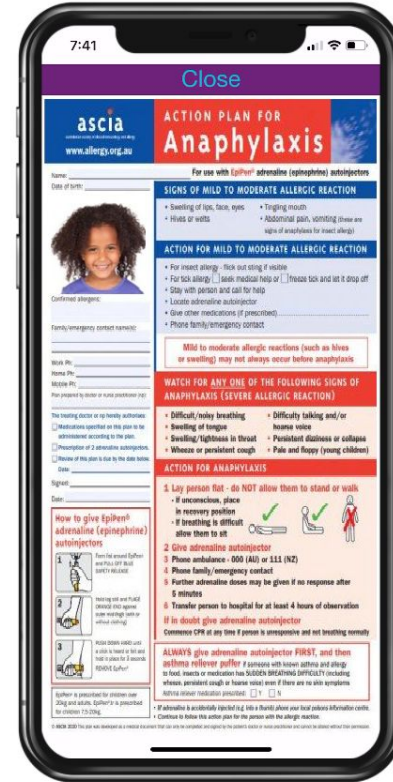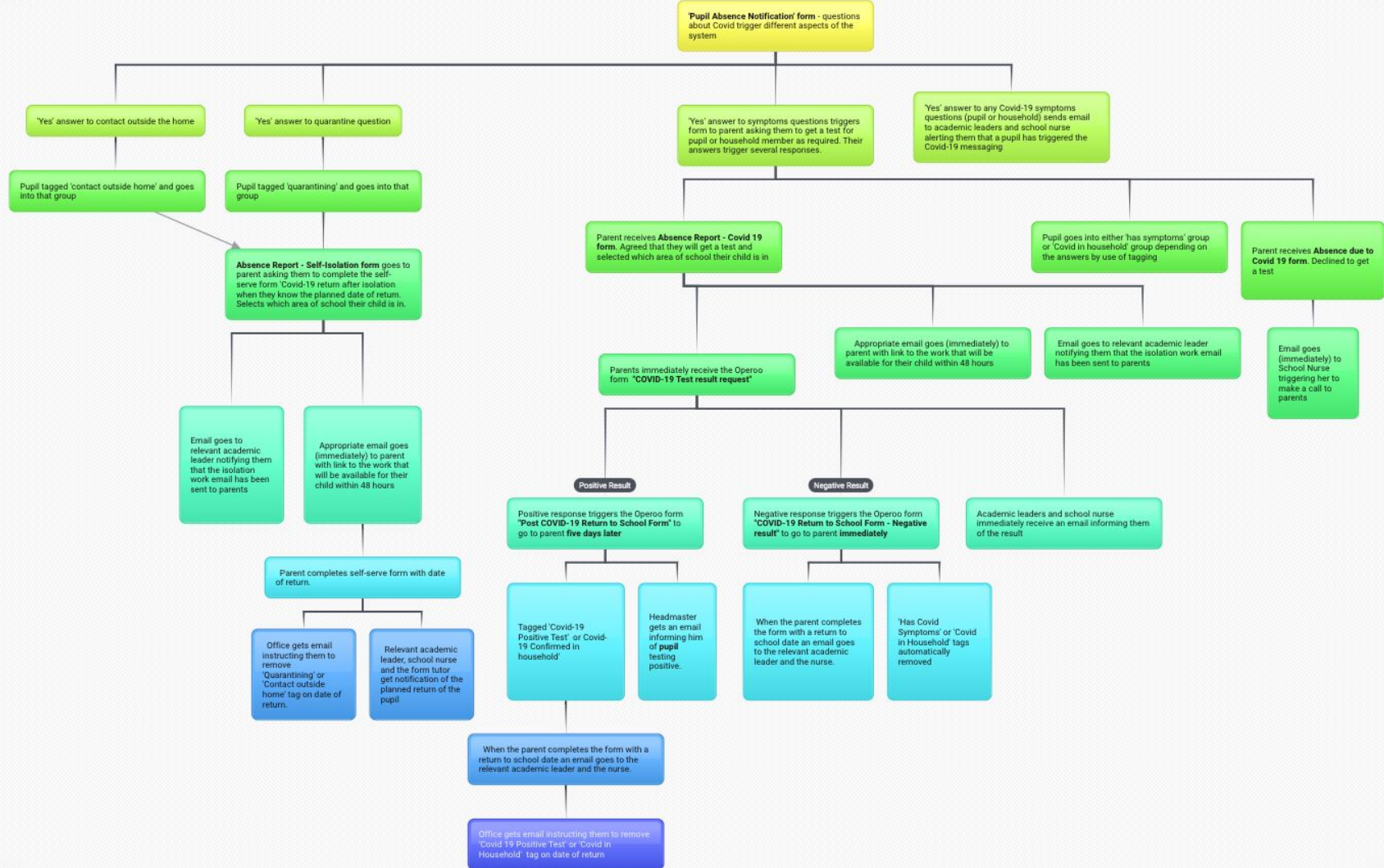
Relevant academic leader, school nurse and the form tutor get notification of the planned return of the pupil

'Yes' answer to symptoms questions triggers form to parent asking them to get a test for pupil or household member as required. Their answers trigger several responses.

'Yes' answer to any Covid-19 symptoms questions (pupil or household) sends email to academic leaders and school nurse alerting them that a pupil has triggered the Covid-19 messaging

Parent receives **Absence Report - Covid 19 form**. Agreed that they will get a test and selected which area of school their child is in

Pupil goes into either 'has symptoms' group or 'Covid in household' group depending on the answers by use of tagging

Parent receives **Absence due to Covid 19 form**. Declined to get a test

Parents immediately receive the Operoo form **"COVID-19 Test result request"**

Appropriate email goes (immediately) to parent with link to the work that will be available for their child within 48 hours

Email goes to relevant academic leader notifying them that the isolation work email has been sent to parents

Email goes (immediately) to School Nurse triggering her to make a call to parents

Positive Result

Positive response triggers the Operoo form **"Post COVID-19 Return to School Form"** to go to parent **five days later**

Negative Result

Negative response triggers the Operoo form **"COVID-19 Return to School Form - Negative result"** to go to parent **immediately**

Academic leaders and school nurse immediately receive an email informing them of the result

Tagged 'Covid-19 Positive Test' or Covid-19 Confirmed in household'

Headmaster gets an email informing him of **pupil** testing positive.

When the parent completes the form with a return to school date an email goes to the relevant academic leader and the nurse.

'Has Covid Symptoms' or 'Covid in Household' tags automatically removed

When the parent completes the form with a return to school date an email goes to the relevant academic leader and the nurse.

Office gets email instructing them to remove 'Covid 19 Positive Test' or 'Covid in Household' tag on date of return
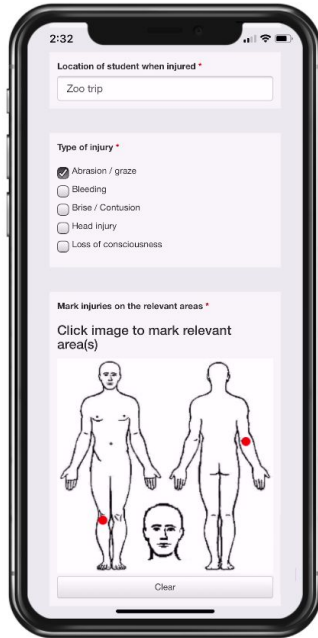
Injury and incident reporting

Immediately log incidents and injury as they happen, rather than relying on memory & mountains of paperwork.

➜ Report information accurately
➜ Accessible to authorised staff
➜ Streamline insurance claims
➜ Meet duty-of-care obligations
➜ Minimise liability
➜ Provide better analysis of how and why an incident occured

operoo

Sickbay management

Log all student visits to your nurses office or sickbay

➜ Track activity with digital visitor forms
➜ Distribute nurses reports to parents
➜ Digitally document treatment provided

operoo
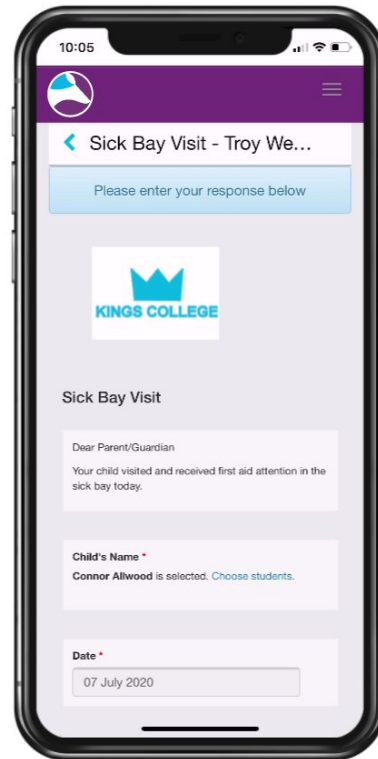
Demonstration

Health Workflows

→ Collecting and verifying
  student health information
→ Daily COVID Health Check
→ Injury and incident reporting

operoo

Student subject selection

Easily route responses to the right place at the right time — to the Careers Counselor or Assistant Principal — to avoid unnecessary scheduling delays. And, automatically trigger follow-up actions based on submissions received.
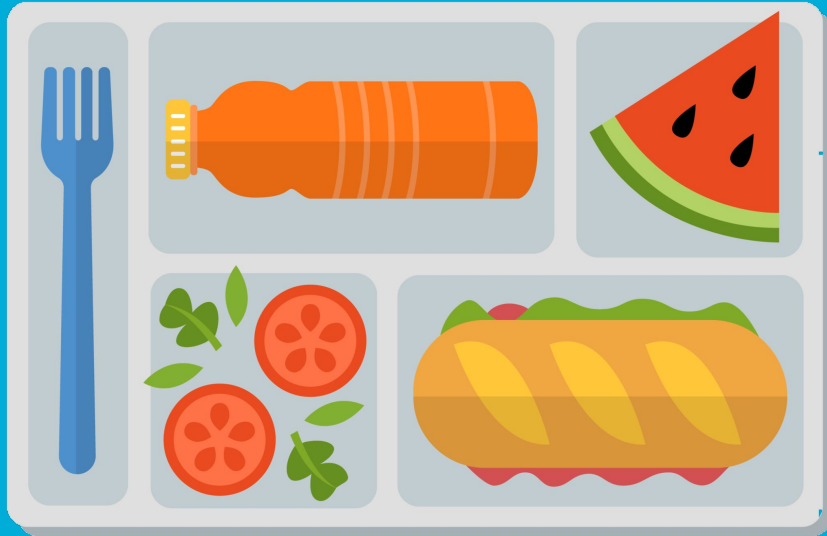
operoo

Student Contracts

Automatically distribute student policies, agreements and contracts to parents or students

➜ Mobile phone usage

➜ Discipline agreements

➜ Internet usage

➜ Uniform policy

➜ Etc

operoo
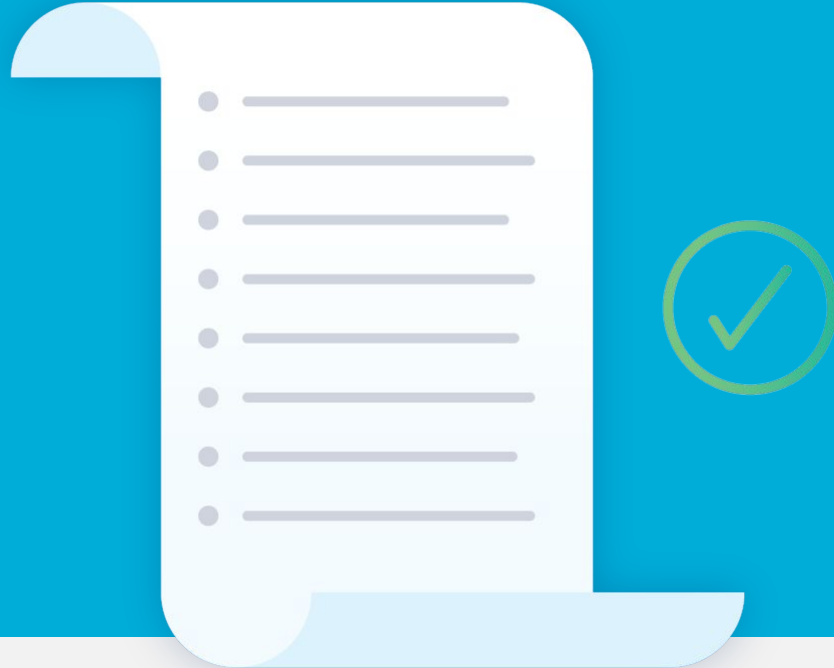
School lunch orders

Digitise canteen orders, sending forms straight to the smartphones of parents, or even students, to complete. Then, send a live report to canteen staff.

operoo

Extracurricular club / program registration

School programs, activities and events require strong parental engagement and student participation to be sustainable and successful. But, awkward, time-consuming and manual sign-up processes often get in the way.

operoo

Student surveys and elections

Make it easy to promote student voice by embracing digital methods of directly gathering feedback and input from your student body.

operoo

Contactless
Visitor Check-Ins

operoo

Event registration and ticketing

Easily create digital sign-up forms, post them on your school website to make them accessible to any interested parties, while also embedding ordering / ticket reservation and digital payment fields.

operoo

Surveys, questionnaires, feedback forms and volunteering applications

operoo

THANKS FOR YOUR TIME

And for the incredible work you're doing

Next steps:

1   **We'll send you the webinar recording**

2   **We'll follow-up with a copy of the presentation slides and guide**

3   **And, if you have any questions in the meantime, simply get in touch:
www.operoo.com/contact-sales**

operoo