# FormConnect

# CASE STUDY

**Sudbury Extended Day:** Sudbury Extended Day is an independent, not-for-profit school age childcare program offering both before and after school care. Their mission is to provide the children of Sudbury's working parents with nurturing before and after school programs that offer diverse opportunities for enrichment, exploration, and the development of social skills.

**Overview:** Sudbury Extended Day (SED) found Form Connect while exploring their options of finding a software platform to handle their registration process. SED operates before and after school programs as well as holiday and vacation camps for the town of Sudbury, MA with an enrollment of approx 550 students across 6 different program sites. After conversations with a few vendors, Mari Weldon, the executive director at Sudbury Extended Day, selected Form Connect to provide their enrollment services platform.

**Findings:** Throughout the year Mari's staff must regularly have parents complete and sign applications, enrollment forms, permission slips, field trip waivers, medication consent forms, student assessments, and many other similar forms and waivers. The administrative staff was finding that too much time was spent on printing, copying, collating, folding, mailing, filing, emailing, and most of all verifying and tabulating response data into a central system for nearly 600 children each year.

Parents of enrolled children were also starting to gripe over having to print, hand write complete, and deliver paperwork and physical check payments back by snail mail or in person visits throughout the school year.

The amount of paperwork (and time delays) that everyone had to regularly process was overwhelming and both the administration and parents were eager to find a better way.

**Results:** In less than a few weeks, Form Connect had the entire SED account online and 6 locations completely operational. By implementing FormConnect, Mari was able to offer an online website that links to her own website where parents can enroll their children into her various program offerings and complete all required paperwork instantly, digitally. No longer did the administration have to deal with incomplete forms, illegible handwriting, mailing, filing, etc.

The speed to receive completed forms online vs mail or in-person hand-in was tremendously improved, with over 80% of the forms getting completed within 72 hours. Online payments, inventory management, and reporting made it even easier as payments were automatically logged, inventory availability updated in real-time, and reporting illustrated everything needed to manage the enrollment process.

FormConnect's staff handled 100% of the onboarding process by working in collaboration with the administration to set up online program offerings, digitize all forms, import all current student records, and train the administrative staff on how to use the application. FormConnect also provided fantastic

customer service to both her staff and the parents, through in application chat support and phone support.  What once took weeks of set-up time, was now handled within minutes using FormConnect. Auto-reminders were sent routinely to anyone that forgot to complete their forms, eliminating the efforts of making phone calls or sending emails hounding those parents for their missing forms/payments. Parents were extremely grateful for the ease of use, time savings, and quick responses to questions during the enrollment period.

The Massachusetts Department of Early Education and Care has many requirements for paperwork and information that must be captured, maintained and easily accessible for all children enrolled into daycare facilities.  FormConnect makes compliance efforts super simple by storing all forms and information directly in the cloud, within a HIPPA and secure environment using Amazon Web Services. All data, including medical, allergy and emergency contact information is always just a few clicks away and easily accessible 24/7/365.

**Conclusion:** Significantly improved their registration and form management process by using the FormConnect cloud-based software platform resulting in tons of savings in both time and money.

**Feature Highlights**:

- Using an online registration system reduces times and costs enabling better use of administration time and budgets while improving accuracy and speed to collection.
- Online, real time inventory management of available program enrollment spots including early registration discounts, coupon codes, waitlist management and custom messaging.
- Online credit card payments integrated within the enrollment process.
- Custom reporting and the ability to easily aggregate all parent response data from forms into one excel or PDF file.
- Set automatic notification reminders to parents who have not yet completed/submitted forms.
- Autocomplete and auto populating of participant profile data makes completing forms super easy for parents.  No more deciphering poorly handwritten form data.
- Attendance module to digitally manage and report participant attendance within programs.
- Send for signature feature for quickly digitizing a document and sending to a parent for signature.
- QR Codes for easy in person digital forms and program registrations.
- Broadcast communications tool allows administrators to easily send branded email and/or text messages to participants and parents.
- Dedicated 'request document' upload workflow with smart link for parents to easily upload required documents.

**Questions/Interests:**
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