

Mobile Sign-In for Attendance at Regularly Scheduled Series



The paper-based process for collecting and processing attendance sign-in information for all Regularly Scheduled Series (RSS) was inefficient and impacted Regularly Scheduled Series Administrative Liaisons (RSSALs), and CLPD staff. Direct observation and data collection showed that with the paper-based sign-in process learners spend approximately 30 seconds signing in per session and wait seven days for credits to appear on their transcript. A pre-survey of RSSALs showed that, on average, they spend 29 minutes per session preparing and processing attendance information. Finally, based on new attendee processing time analysis, CLPD staff spend, on average, 17.5 hours per week managing attendance processes during busy times of the year. Flow charts of the sign-in process helped the team determine and focus on bottlenecks in the paper-based sign-in process.

The team decided to implement a pilot project that consisted of rolling out mobile and electronic sign-in technology to 13 Regularly Scheduled Series', and has a positive effect in many areas of concern. The amount of time it takes a learner to sign into a session has been reduced by 50 percent and it now takes five minutes for credits to be processed and appear on the learner's transcript. Administrative time for RSSALs and CLPD staff to process that information has been reduced by over 50 percent as well. On a scale from 1 to 5, with 1 being very dissatisfied, 3 being neutral, and 5 being very satisfied, pre- and post- survey results show that RSSAL satisfaction has increased from 2.6, or slightly dissatisfied, to 4.8, or very satisfied. Dissemination of information and access to Frequently Asked Questions via "Quick Tips for RSS Sign-in" cards supported participants in their transition to mobile and electronic sign-in.