

Multi-Campus Solution

HO CHI MINH CITY, VIETNAM
Western Australian International School System
(WASS)



BACKGROUND

WASS's Head of School, Rung Tran, recognized that in a growing, competitive city such as Ho Chi Minh City, families of his students were not only looking for world-class educational opportunities for their children, they also expected the facilities and technology employed by WASS to be the most modern, state-of-the-art solutions available.

WASS was aiming to increase enrollment on their existing campuses while simultaneously opening a brand new campus. To accommodate this growth, they needed to implement a more efficient, secure dismissal system that could integrate with their SIS system, scale, and easily roll out to their parent and school staff populations.

The school required **a robust solution that could work seamlessly across 5 campuses**. WASS dismisses more than 2,000 students daily and needed to streamline what was a very chaotic and stressful time of day for parents, teachers, and administrators. FetchKids is now part of the sophisticated, world-class education experience that is offered as a package to students and parents at WASS.

“ Reduced
Pick Up
Times by as
Much as
50% ”

“ Increased
Security ”

SITUATION

WASS's staff includes more than 400 teachers, administrators, and teacher's assistants, all of whom are involved in the dismissal process. The main responsibility for dismissing students is handled by teacher's assistants. Since they float among the classes and are not always familiar with the families of the children they are dismissing, it was **critical to have a secure solution that would make it easier for the school staff to identify adults who are authorized to pick up children**. Many of the students' parents work full time and send family members, such as aunts, uncles, and grandparents to pick up their children.

At dismissal time, children leave by bus, car, motorbike, taxi, or on foot. WASS's **urban campuses have limited space and the goal was to dismiss the children as quickly as possible while maintaining the highest level of security, all while reducing traffic congestion**. WASS was struggling to find a more efficient way to dismiss within 1 hour, more than 400 children on each campus to parents who arrived in a variety of ways.

SOLUTION

Complete Control and Management of Accounts and Relationships with Parents

WASS caters to many high profile families in Ho Chi Minh City and it was important that the school have control over the communication process with each family. WASS's technical and administrative teams were attracted to FetchKids' fully customizable web-based admin dashboard, which allows them to configure all features of our solution based on the specific needs for each campus. With a small number of staff members handling five campuses, they needed a **system with centralized control** that allowed them to manage all aspects of FetchKids from one convenient dashboard.

Easy Set-Up, On-Boarding and Deployment

One of the reasons WASS chose FetchKids was its simple on-boarding process. **After just one hour-long training session** with school staff, WASS was able to easily configure FetchKids for each campus and on-board school staff. From their dashboard, they could instantly monitor all Primary Parent invitations and registrations. **WASS invited Primary Parents to install FetchKids according to the rollout schedule that worked best for them on each campus.** Now that FetchKids is up and running on a day to day basis, Nghia Lam, their technical lead, recognizes the value of its easy ongoing user management, "With FetchKids, we can reset passwords for all users from the dashboard. This is a handy feature that gives us full control and helps us to maintain strong relationships with our parents, who often forget their passwords."

Privacy Assurance and Flexibility

With FetchKids, school administrators assign specific roles to each school user. When a school is onboarded, FetchKids provides one login of the Super Admin role type. The Super Admin has access to all data and records for each campus but can restrict access to app sections for school staff, assuring privacy of student and parent information. **The flexibility of the FetchKids system and the ease in which it could be configured to WASS's unique needs was a game-changer for the decision-making team.**

Relieves Administrative Burden on School Staff, Increases Security

FetchKids helped to relieve the burden placed on school staff responsible for managing adults that arrive daily to collect children. With FetchKids, WASS only had to invite one primary parent for each child. **Since the Primary Parent is responsible for inviting other Adults from the app, the amount of time spent by school administrators and staff handling this process is drastically reduced.** All adult profiles include a photo, name, vehicle photo and license plate number, ensuring that children are only released to the correct, authorized person. **The FetchKids driver identification system not only reduces the administrative burden for school staff, but also greatly increases security**—an important consideration for WASS since child abduction is a constant threat on WASS's urban campuses.

“ Empowered Parents to Make Last Minute Changes ”

RESULTS

The FetchKids solution gives parents greater assurance that WASS is taking all steps possible to assure the safety and security of their children. Mr. Rung Tran was praised by concerned parents for implementing the FetchKids system at WASS. Coincidentally, the FetchKids launch took place within days of a tragic accident in Ho Chi Minh City, in which a young boy who was forgotten in the back of a school bus died from heat exhaustion. Mr. Rung Tran states, "With FetchKids, we now have a solid, reliable, modern dismissal solution that has resulted in a smoother, more efficient and secure dismissal process for our staff as well as for our parents. And, our parent community very much appreciates the steps we have taken to bolster safety and security through the implementation of FetchKids."

WASS and FetchKids continue to collaborate closely and plan to implement several customizations WASS identified which will further streamline its processes. Not only has WASS and the FetchKids team built a successful partnership, WASS also has a technology partner willing to go the extra mile and integrate features that WASS has suggested for continued improvement of the FetchKids platform. WASS's school staff finds FetchKids extremely easy to use and due to the superior design of its user interface, it could also ease pain points related to attendance.

“ Saved Staff Resources ”