

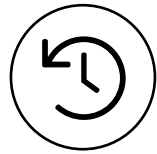
Application Review



Agency: **Department of Education**

Project Name: **Waipahu Community School for Adults**

CONTENT OUTLINE



Background



Challenges & Objectives



Solution



Metrics & Successes



Background

Overview

- Hawaii State Department of Education (HIDOE) offers adult classes
- Stakeholders: Public, HIDOE Staff
- Launched in 2021, the Waipahu Community School for Adults (WCSA) web service allows the public to register for classes and tests, and order documents/books
- Payments accepted via credit card, or indicate intent to pay in cash
- Admins also able to enter submissions and can view records and reports



Challenges & Objectives

Challenges

- Prior to 2021, students registered via campus-specific Google forms
- In-person cash payments only, allowed at offices during regular business hours
- This hindered participation of remote and working students
- Made it difficult for alumni outside Hawaii to obtain records
- Partner needed online system in place prior to the start of enrollment, less than 1 month away



Challenges & Objectives (cont'd.)

Objectives

- System that allows online WCSA student class and test registrations and credit card payments
- Continue to allow cash payments
- Expansion to other campuses in WCSA network
- Provide staff with an organized repository of all enrollments and purchases
- Public access 24/7
- Mobile device friendly; responsive



Solution

Online application built by Tyler Hawaii (2021)

- Pilot launched in 4 weeks
- In phases, customized the intake system to fit the unique needs of each of the 5 WCSA campuses: Waipahu, Wahiawa, Windward, Hilo, Kona
- Automated confirmation emails sent after submission
- Export of database records available
- Access to fiscal reports for all online purchases
- Transaction fees support the service



Solution

Site Login



**WAIPAHU COMMUNITY
SCHOOL FOR ADULTS**
WAIPAHU | WAHIAWA | WINDWARD | HILO | KONA

Welcome to WCSA Online Registration

Use this website to:

1. Sign up and pay for classes
2. Sign up to take a HiSET test
3. Sign up to take a ParaPro test
4. Pay for transcripts, books, supplies, etc.

You must first create a Hawaii.gov account in order to sign up with us. You will be asked for your email and contact information.

If you are unsure of how to register or need assistance, please call our office or visit the [help page](#).

Log In

[Create account](#)

Email:

Password: [\[Show\]](#)

Forgot password? [Reset password](#).

 **Log in to eHawaii.gov**

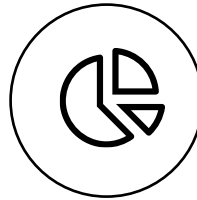


Metrics & Successes



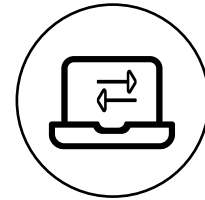
7,109

Total
Submissions
2021 - 2023



\$30,645

Total Online
Payments Collected
2021 - 2023



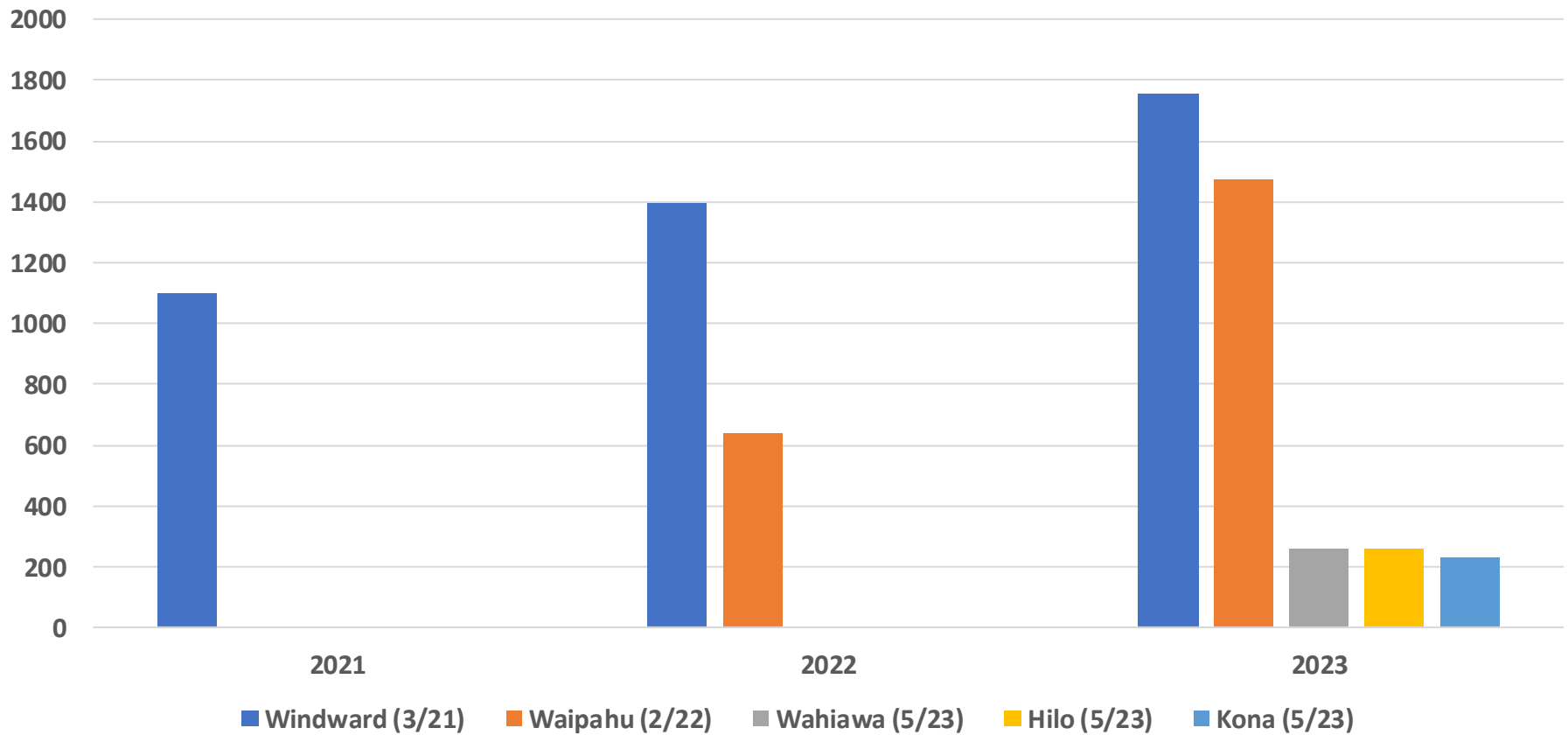
3,565

Total Number of
Online Users
2021 - 2023



Metrics & Successes (continued)

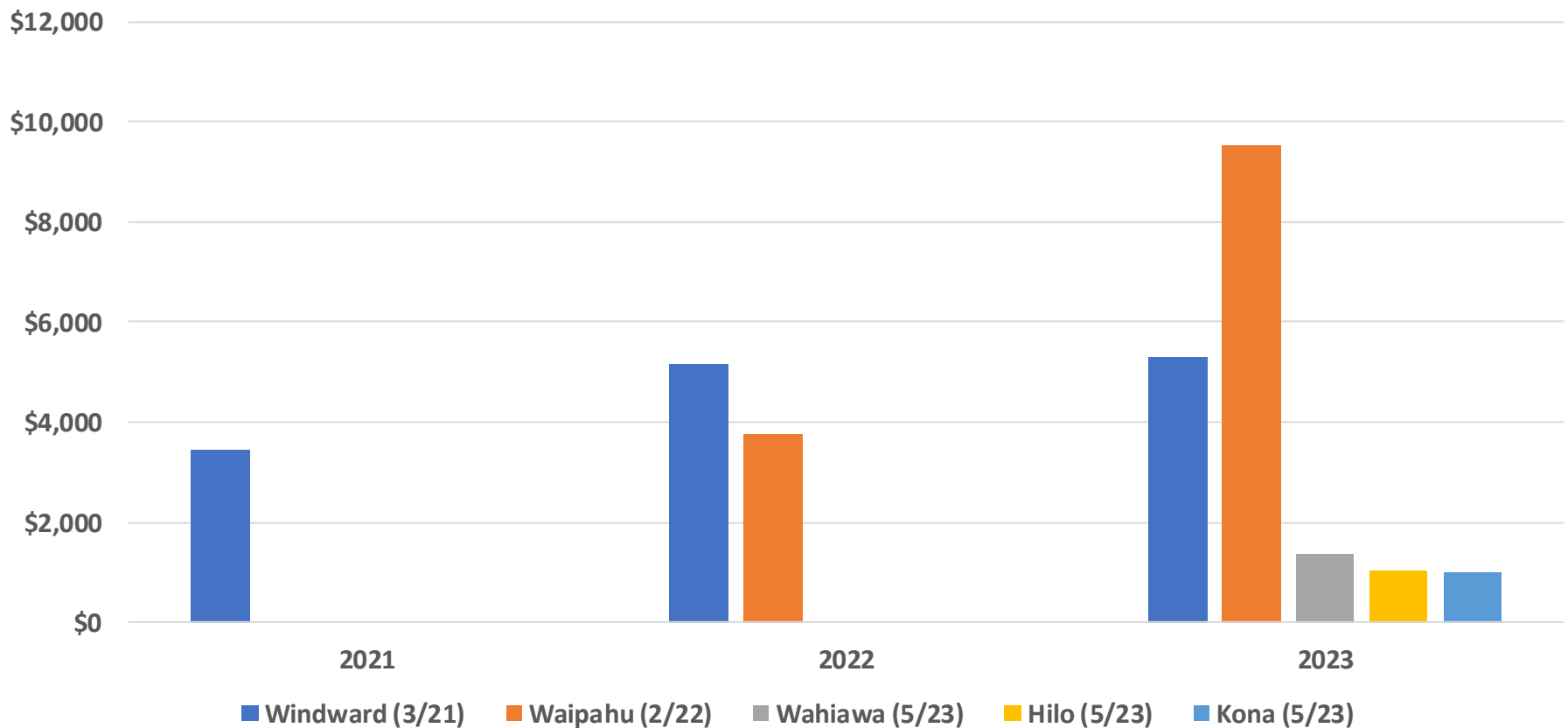
WCSA Submissions, by Campus
2021 - 2023





Metrics & Successes (continued)

WCSA Online Revenue, by Campus
2021 - 2023





Metrics & Successes (continued)

Success Measures

- 95% of all submissions in WCSA are done by students; remainder by staff
- Expanded presence in the community - students can register and pay for classes, at any time
- Increased ability to reach and retain students
- Improved access for students in remote locations
- Transcript requests now submitted online
- Fewer phone calls/inquiries and shorter office visits



Thank you



tyler
technologies