

Success Story

Cayen Systems Takes “Out-of-School Time” System From Antiquated Paper-Based to On-Line Efficiency

The *Hillsborough County Public Schools Out-of-School Time (HOST)* Program empowers students to grow and develop in a safe, caring and educationally enriched environment. Any student can take part in the HOST program which offers fee-based, before- and after-school enrichment programs to over 11,000 students in 155 elementary and middle schools.



Every HOST site has a plan of daily activities including homework assistance, academic enrichment, creative art, and structured age-appropriate outdoor activities. Meeting these needs requires an unprecedented amount of managerial coordination and expertise.



Paul Schale
Program Manager
HOST Program

Paul Schale, Program Manager of Middle Schools and Technology HOST Programs, says, “I started in the mid-90s with the after school programs. One of the things that I've always wanted to do was replace our antiquated, paper-based billing system with an online payment and registration system.”

In 2010, Hillsborough’s school board decided to move everything online and Paul was given the opportunity to lead the effort for the HOST program. Hillsborough had been successfully using Cayen Systems’ “Supplemental Educational Services” program which led to Cayen’s selection to implement its “AfterSchool 201” system for the HOST program.

Cayen AfterSchool is a flexible and easy-to-use online management system that Hillsborough uses in its HOST program to register students, take attendance, generate invoices and accept fee payments.

Paul reports, “What we have now with the Cayen system is 180 degrees different from what we had because the data is so easy to collect and access. It's enabling staff to become more efficient at both the individual school level and at our administration office. In addition, our parents appreciate the online registration feature.”

The system uses session enrollment and attendance data to determine the student’s weekly fee and generates an invoice which is emailed to the parents.

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Hillsborough uses techniques that make it easy to enter attendance data. Some of the schools have bar code kits allowing the instructor to use a printed list of students with each having an associated barcode. As a student enters the classroom the instructor simply scans the student's bar code and the attendance is recorded.

Cayen completed the payment cycle by building an interface using "Dwolla," an online payment system which allows parents to pay their invoices online, reducing Hillsborough's outstanding accounts receivable.

Now that the system is in place, Paul attests to its benefits. "The key benefit we've received is having student data at our fingertips. In the past when we had a question about a student we would call the school and wait a day or two as they researched the answer. Having data available in real time eliminates the need to contact the school which saves us thousands of hours each year.

"A huge benefit for parents is online registration. Parents no longer need to come in to get an application. They can go right to our website and complete it from anywhere that has internet access. This increases accuracy, as we no longer have to worry about written information and trying to read it. In addition, the application is available in any language. We have a built-in Google translation, so that parents can complete their applications using the language of their choice and then printing the application in English for our use.

"The system has also improved our billings and collections. We now have a real-time report that shows which parents are behind in their payments.

We can then notify them with the outstanding amounts and assess late fees as required. We were unable to do that in the past." Nearly 30% of our parents are currently using "Dwolla" to pay for their after-school services.

Paul gives very high marks to Cayen support. "I work very closely with a number of the Cayen people. I'm sure that everybody over there knows me by name. Having such a high level customer relationship is a key benefit to us."

Paul goes on to say, "One of the biggest things I like about Cayen is that they're always looking at their system internally to see how they can eliminate or avoid negative issues. That's important to us because as we move deeper into the system we know that we have Cayen staff looking for potential problems that might arise."

Cayen's implementation approach also receives high praise from Paul. "Cayen excels at customizing the system. They are very open to

making changes that address our needs. That's crucial because they are giving us exactly what we need. Their ability to be flexible across the board and create functionalities that make life easier for us is really an added plus."

Paul summarizes his relationship with Cayen, "I want to thank Cayen for listening to us. The Cayen staff are always receptive and willing to work with us, as we communicate on a regular basis. It's a privilege to have an opportunity to work and develop our system with Cayen Systems."

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-Paul Schale