

AWVBS Check-In/Administration Best Practices

GOAL #1: PREPARATION

- Read the materials, watch the videos (if applicable), and ask questions!
- After services on Sunday, registration area needs to be created
 1. Area for Pre-Registered Families
 2. Area for Unregistered Families
****These two areas should be close to each other and very clearly designated with signage.**
 3. Volunteer Sign-in - This should NOT be in your lobby. iPads/tablets would be great for this!
- *Option: Utilize lobby TVs to display signs like "Check-In Here", "Crew Assignment", "New Registrations". These images have already been created and can be used by anyone. Add to your signage requests if you would like them. Ask the Production team for help loading onto screens if needed.*
- Before opening each night ****Know your times and places!**
 - Sunday: _____
 - Monday-Wednesday: _____
 - All registration team in place
 - All Registrar computers logged in with Crew Registration spreadsheet open
 - Open in full screen!
 - Computers designated for Unregistered are open to registration page
****Laptops are much easier and quicker than tablets for this!**

Recommended number of registration staff (at least for Sunday night)

	Calhoun	Chatsworth	Cleveland	Dalton	Hixson	Ringgold
Greeter	4	2	2	5-6	2	4
Self Check-in	4	2	2	4	2	4
Unregistered	2-3	1-2	1	2-3	1-2	2-3
Crew Registration	8-10	6-7	2	8-10	4	7-9
Runner/Coach	2-3	1-2	1	2-3	1-2	2-3

- Greeter - Stands at doors, greets parents and kids enthusiastically. Knows where check-in is, where bathrooms are, where to direct people. Keeps traffic flow moving.
 - Direct parents/children toward check-in and crew assignments based on their answer to: "Did you pre-register?"

- Self Check-In - Assists parents in quickly typing in phone numbers, clicking check marks by names. Redirects unregistered/registration issues to the Unregistered area. Replace labels as needed. Directs parents to open computers to keep flow moving.
- Unregistered - Assists parents in completing registration form. Assists parents who may have registered children incorrectly.
- Crew Registration - Utilizes the Crew Registration spreadsheet, assigns children to crews and gives a sticker with the crew number. Add in new registrations into MyRockBridge during large group.
- Runner/Coach - Help kids find their crew rows. Remind parents to keep their security tags. By 6:00, report which crews or stations are missing leaders. Remind crew leaders to leave their backpacks in their rows at the end of each night

Supplies Needed:

- Tables - for computers & for those needing to fill out registration
- Chairs - 1 per volunteer
- Computers -
 - All regular Check-In Computers should be switched to Self Check-In mode.
 - Unregistered table - 1 computer/volunteer
 - Crew Registration - 1 computer/volunteer
 - Volunteer Check-In - 1-2 tablets
 - Passwords need to be disabled or known to registrars
 - Charging cords, power strips, and extension cords are available for all computers
- QR code near unregistered area to parents to scan and register using their phones
- Clear signages
- Pens
- Black Sharpie markers
- Round stickers
- Lanyards for volunteer name tags
- Pre-labeled volunteer name tags
 - ****Save time and have volunteers write their own names at training!**
- Backpack for each crew leader - Ask crew leaders to not allow kids to carry these as they get ruined
 - Pen
 - Attendance Sheet
 - Crew Leader Connection Cards
 - Prewritten Crew # round stickers (enough for Monday-Wednesday)
 - Optional - Small first aid kit - band aids, cotton balls, small hand sanitizer, gloves
- Optional - Baskets or boxes for lanyards
- Optional - Copies of preschool & elementary rotation schedule
- Optional - Seating map for large group for registrars to reference
- In case of internet issues:
 - Blank paper copy of each Crew Registration sheet
 - Paper Registration forms

- RBKids Temporary tags *ALLERGIES: Handwrite on temporary tag

GOAL #2: EFFICIENCY - Check-in Process

- As families arrive, GREETERS should ask if they have already registered and direct them to the appropriate station.
 - Step 1: Kiosk (pre-registered) OR computer registration (new/unregistered)
 - Step 2: Crew Assignment station - see below Goal #3
 - Step 3: Follow signs to large group/auditorium
 - Step 4: Find your crew
- Volunteer Childcare: Use the kiosk system to check-in just like on Sunday.

GOAL #3: SIMPLICITY - Crew Assignment

Step 1: Assign children to a crew based on the grade just completed. - please clarify!

- Type first and last name
- Add G or B into the column of their first night.

Step 2: Write crew number on round sticker using black sharpie marker

Step 3: Put sticker on name tag (printed or temporary)

- Crew Leaders will give out Crew # stickers on Monday-Wednesday for returning kids

Step 4: Remind parents they MUST have a pickup tag. ****Tip: tell them to take a picture of it**

GOAL #4: BALANCE

- Try having an equal number of kids as well as boys and girls in each crew.
 - A **Green** square indicates the crew with the fewest kids.
 - After entering in the child's name, enter in G for girl or B for boy under the day. G will change to **pink** and B will change to **blue**. This can be a visual reminder on how many girls and boys are in each crew.
 - Make every effort to place kids in their correct age groups. If parents insist that kids be grouped outside their age group, with siblings or friends, check with your campus children's minister. We will attempt to say "YES" to parents when it's realistically possible. However, we will not, for instance, place a 1st grader in a 5th grade crew, or vice versa.
 - Try to leave room in crews for instances like these above.
 - Do you have a Special Needs Crew? DO NOT put anyone in this crew that isn't supposed to be there. Must have Children's Minister's/Special Needs Coach approval.

GOAL #5: SECURITY

- Crew leaders will have a blank attendance sheet to fill out & document the kids in their crew.
- Crew leaders will also receive round colored stickers with their crew number for any returning kids on Monday-Wednesday. 1 sticker for each of their assigned kids.
 - As kids arrive in their crews, crew leaders will check their attendance sheets and give that child a round sticker on their name tag.
 - ****If a child arrives without a round sticker AND isn't on the attendance sheet, they need to go back to registration.**
- ALL KIDS WILL HAVE A PRINTED WHITE NAME TAG AND A ROUND STICKER FOR EACH DAY
- Persons without a pickup tag will need a photo ID to make sure they're on the list to pickup
- Volunteer lanyards should have their first and last name and assignment on the front and their phone number on the back
 - The phone number makes it easy to call them if they're running late
- All volunteers should wear their lanyards
 - Have volunteers turn their lanyards into Volunteer Headquarters each night before leaving. This is a quick and easy way each night to know which volunteers have arrived.

AWVBS ADMINISTRATION TEAM RESPONSIBILITIES

Registration Leader Responsibilities: Ask for help or delegate whenever possible

1. Pre label volunteer name tags
2. Set up Crew Assignment and New Registration stations
3. Gather supplies from above list
4. Print copies of rotation schedule for registrars to reference
5. Create or post signs directing parents
6. Train other registration volunteers
7. Create round stickers for each crew for Monday-Wednesday
8. Login all computers including kiosks
9. Open Google crew registration spreadsheet on all Registrar computers
10. Open registration on computers for those newly registering
11. Be available every night for any questions
12. Check ID for those without pickup tags and reprint pickup tags
13. If needed, add in new paper registrations into MyRockBridge during large group or ask a registrar to do this
14. Print or ask for blank crew assignments spreadsheet, in case of wifi outage