



SHOTOKAN KODOKAN
KARATE & JUDO



**IMPROVING
ORGANIZATION
COMMUNICATIONS
&
AWARENESS**

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THE ISSUE

Management of the resultant increase in parents due to the rapid growth of the business. Especially in the areas of:

1. Effective communication with said parents
 2. Fee collection and the follow up reminders.
1. Currently communication is handled through a WhatsApp Group and personal communication through private messaging and personal calls. The problems are as follows:
 - Constant reminders about how to use the group so that parents do not leave due to spam or forwarded messages. Currently an immediate private message to offenders is sent to remove their post as well as a notification to refrain from this type of group usage.
 - Notification messages being lost in the clutter of receipt notification messages from parents. The same solution as the previous point is used currently form managing these occurrences. However, this still leaves a trail of “message deleted” WhatsApp notices. Disabling responses in the group is not acceptable as we would like to receive responses on other messages in the group. the newest strategy is the creating of temporary, opt in groups where different discussions are held on a particular event or topic. This seems to be working pretty ok. However, there is not always huge enthusiasm by all parents to join yet another group, especially where conversation is promoted.
 - Consistent pruning the list of parents of inactive students without offending them. This practise is always the most sensitive issue as although a message of “you may ask to be added to the group after deletion should you wish to still receive notifications” is sent before deletion of inactive members, some parents feel rejected by the practise and simply just stay away and hesitate to return.
 2. From discussions the fee collection issue stems from a result of the parents not remembering whether they have paid fees as yet for the month or thinking that their partner already sorted out the payment. Coupled with the increased membership it is very time consuming and sometimes received not in too well spirits when contacting everyone whose fees are due.



THE PROPOSED SOLUTIONS

- All three communication issues:

- Constant reminders about how to use the group
- Notification messages being lost in the clutter of receipt notification messages
- Consistent pruning the list of parents of inactive students

May be solved by creating an more controlled communication platform in that of a Mobile Application. With the advent of the Mobile phone technology parents have already been trained to respond to app notifications and have an obsession of actioning same for apps which they care about and respect their rules of use. This mobile application should only provide a notification on user customised events such as administration notices, and interesting content / happening at the dojo. This would eliminate unwanted communication notices of the current group chat as well as train parents that when the app call for their attention it is something that they want to hear about.

Each mobile app will be tied to a child and when the child goes inactive the app also automatically goes inactive for the user making only publicly available content accessible.

- The issue of easy access to the knowledge of member fee status may be solved with the use of the member card system. Each student already has a membership card with a barcode for signing in before classes. This card could be used by a mobile application to quickly acquire the student's fee status.

With the advent of the COVID 19 pandemic the numeric equivalent of the membership barcode was dispensed to students wishing to continue practising via recently created online classes and well as live zoom classes. A web interface may also be created for the parents to enter the members code to check their fee payment status.



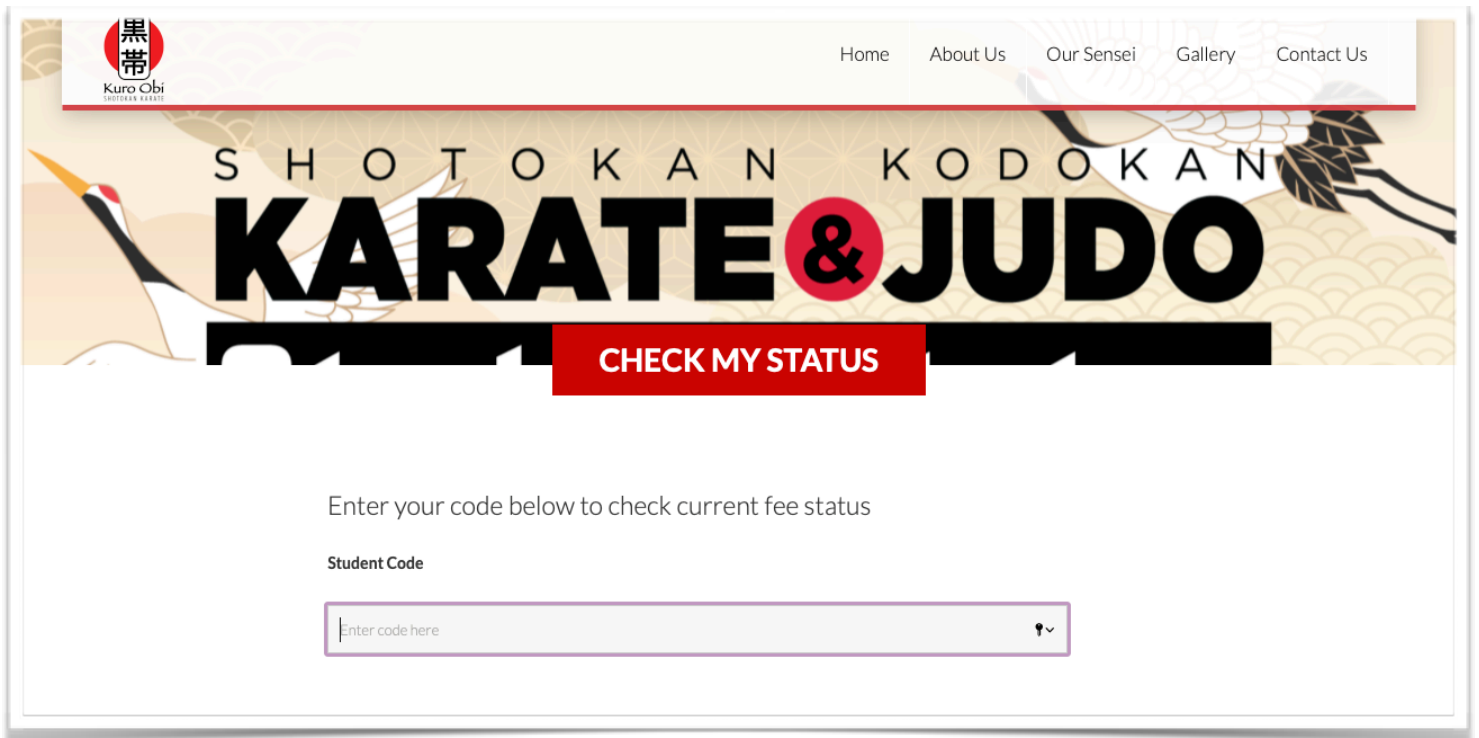
THE RESULTS

Thus far with the limited time the web interface has been created and the parents of the members doing the online classes have been visiting the student status page to check on their fees. This is a great time saver for management and an empowering tool for the parents.

You may view this tool at <http://www.kuroobitt.com/check-my-status>

Use student code: 12345678900

See screenshots below:





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Home About Us Our Sensei Gallery Contact Us

Membership Status

IJF Academy



Refresh Graphic for: [2020](#) |

Attendance Data

2020 April - 3 | 2020 May - 5 | 2020 June - 2 |

Green = Paid in Full

Yellow = Partially Paid

Red = Fees Due

The app version of this is still under production but screen shots have been included below and a sample video can be seen at <https://youtu.be/Yza0QJhNQfI>





FUTURE PLANNING

Creation of procedure “how to’s” for the staff as well as members such as:

- Dojo Etiquette
- Facility Parking Rules
- How to put on your Uniform
- Making payments with Payment Slips
- Entering data into the Member Management Software

These are to be distributed via:

- In app videos
- Student Manuals
- Information Brochures
- On Site Flash cards