Notes for ActiveNet

ActiveNet Introduction:

Avoid use of big words!

* Imperative on first slide of introduction

ActiveNet Tips

* + Yellow bright font color for on the blue (the yellow is trainer.. slide)
  + Next arrow vs. Actual arrows on the page.
  + Use different colors for buttons
* Final Exam
  + Remove “after WS is selected Question”
    - Or, make it easier.

Customer Modifications:

* Missing a d if modifications on splash page
  + Creating accounts
    - We strongly suggest creating an account online
  + Managing families
    - Anyone 18+ should be on their own account
    - Only people in the same household
    - Add green boxes to Customer Modification

Enrollment:

* Splash screen
  + Client, not citizen – be consistent on wording. Choose a word
    - Patron/client/customer . . . and stick with it.
  + Nulled – change terminology so that . . .
    - Actually, take out references to paying their balance before hand.
  + Using credits when available should be displayed as a priority when registering, before additional payments are turned in.
* Policies:
  + Remove Transfer Conditions
  + Remove reference to transfer conditions/transfer policy in the aquatics section
  + Account Balance – accounts may show . . . “must” should be “may”.
  + Take out – starting from account balance in the respective tutorials.
  + Be more general in complete scope. Act like you are telling a 6 year old these policies.
  + Change one month buffer wording. You can use that phrase, but the rest of it needs to be made more clear.
  + No staff notes for transfers required
  + Use the final exam answer for preschool into policy
* Session in refund policy slide needs to be fixed ->
  + Currently has an extra ‘s’.
* If not already, talk about the red light when enrolling a client in a course
  + This usually mentions that there will be an issue, or override required, before you get too far.
* Search
  + Less is more. Use less characters when searching in the tutorial. This will help convey to staff that it is okay to do, and more accurate, sometimes.
  + Spelling issue – Personell -> should be personnel
* Final Exam
  + Change wording of without additional permissions . . . should you ….
    - Should be a yes/no answer
  + General Exam qualifications:
    - Change pass mark per exam. This should be set so that the staff member may miss one question per exam, and still pass.
    - Change the orientation slide to include that each test may be different in regards to pass mark. Determine after
  + Make sure tutorial is up to date with refund policies and such.
* “Choose all/any that apply” to any multiple choice question with multiple answers

POS

* Policies:
  + Citizenry – too complicated.. simplify
  + Concessions – POS – Refunds only on Day of purchase
  + Open Play Receipt – Only when processing
  + 2 open play forms, should be open play and special events
* POS Transaction:
  + Common transaction type: Be more specific
* Concessions is spelled wrong
  + On slide directly after navigating to the concessions POS tutorial
* Cash Back
  + Add option for cash back in the concessions tutorial
    - If the person provides $10 for a $5 dollar transaction, how do they calculate the difference?
* Final Exam:
  + Different refund policy should be false
  + Remove sequence question