

BUILDING A SOCIALLY DISTANT VISITOR MANAGEMENT SYSTEM FOR COVID-19:

How Union City **Exceeded Goals for Free Lunch Pickup** with EduQueue



OBJECTIVE

- Within the **2-day mandate**, configure a socially distant K-12 visitor management solution and process.
- Create a solution **easy for first-time users** to avoid delays/crowding.
- Provide **nearly 30,000 free lunches** per week while maintaining health, safety, and security in a dense urban area.
- Collect data and **report to the superintendent** weekly.

SOLUTION

EduQueue's flexible system and team provided quick customization to support Union City's school visitor management during free lunch and technology pickup in a pandemic situation.

RESULTS



System in place within **1 business day** (ahead of state mandate)



200,000 free lunches and 2,500 Chromebooks given out in 7 weeks



No waiting time, crowds, or complaints



Created a **single daily event** that is easy for guards to access and use



Data comparable for **day-to-day and week-to-week reporting**



4 new features in design to support social distancing at schools in the fall.

UNION CITY SCHOOL DISTRICT



3rd

most densely populated city in the US*

14,000

students

15

schools

1.28

square miles

*Statistic based on 2010 Census from the US Census Bureau

EDUQUEUE VISITOR MANAGEMENT SYSTEM



- Highly adaptive K-12 visitor management software
- Simple technology

■ CHALLENGES

Tight Timeline

The state gave schools 2 business days to implement a socially distant pickup process for food and technology.

Social Distancing in Dense Urban Area

As the third most densely populated city in the country – 80,600 residents in 1.28 square miles – Union City had to come up with an iron-clad social distancing management plan.

New Reporting Requirements

Previously, the superintendent had no need to review weekly data. But part of the new requirements include weekly reporting at the top levels of leadership.

This required an appropriate school visitor management solution.

■ SOLUTION

Union City and EduQueue worked together to create a customized daily event to support socially distant free lunch and technology pickup. The state gave schools 2 business days to complete this work.



Union City:
572 times more
densely populated
than average US city



The state gave
schools **2 business**
days to implement
a socially distant
pickup process for
food and technology



■ RESULTS

One-Day Turnaround

On Friday, March 13, the state mandated socially distant distribution to be in place by Tuesday, March 17. Victor Grullon, Security Integration Manager for Union City Public Schools, called EduQueue immediately.

EduQueue had what we needed right away – onboarded it the same day.”

Easy Design Process

Because of the flexibility of EduQueue, it was easy for Union City to implement a new event for free lunch pickup. EduQueue had already helped the district create a standard process for events via their visitor sign in system. From there, they created a daily reoccurring event with all of Union City’s lunch and laptop recipients.

“Creating a single event that is easy for guards to access and use is key to our immediate and successful response,” says Stefan Verleysen, Managing Director of EduQueue.

Simple User Interface for Seamless Implementation

The short timeframe meant the system had to be easy to use. A lot of staff members were now suddenly using EduQueue for the first time. “It’s been excellent. The user interface is simple. It has been easy to train staff who have never used our system before,” notes Victor.

Keeping Students and Families Safe

In 7 weeks, Union City distributed 200,000 meal packages and 2,500 Chromebooks.

Staff simply attach a scanner to a device. It takes 5-10 seconds to scan students in with their ID barcode. Then they pull forward in the line to collect their items like in a drive through. “Because of the speed, we don’t get groups accumulating. It helps with social distancing. Using our old system, this would have been a challenge. People have been amazed, happy, satisfied – no complaints, no waiting time.”

Comprehensive Reporting for Leadership

With this new method, it is easy to compare data day to day and week to week. Weekly reporting to leadership is a part of the state mandate.

The Superintendent has been super involved, and she’s been impressed.”



In 7 weeks, Union City has distributed 200,000 meal packages and 2,500 Chromebooks

“Because of the speed, we don’t get groups accumulating. It helps with social distancing. Using our old system, this would have been a challenge. People have been amazed, happy, satisfied – no complaints, no waiting time.”

■ LOOKING AHEAD

Adaptive System to Meet Changing Needs for Safety

Suddenly there are new health requirements for school visitor management and security review checklists. "We need to transition back to a new normal," says Victor. "We are working together with EduQueue to make some adjustments for when we come back."

Employee Scanning

In this new environment, Union City is preparing to scan the employees into their visitor management software so they can be included in building counts.

Visitor Limiting to Enforce Social Distancing Guidelines

The district is also working with EduQueue to allow individual schools to track and set limits for the number of people in the school and each building. This will help them comply with social distancing standards.

Preventative Health Screening

Union City is building a health questionnaire into their visitor registration process with EduQueue. This way people at risk of carrying the Coronavirus can be flagged and handled appropriately. The system will track only "yes" or "no" answers and is carefully designed not to track and report specific symptoms or health information. There will also be a feature to track and display trending of health screening failure rates to catch any increase in likely infection.

Trending in Visits to Nurse

The team is also building a feature that tracks and provides a visual graphic of the rate of visits to the nurse's office within the administrator's dashboard. The intent is to be able to track when there is an upward swing in visits so preventative measures can be put in place.

The development team at EduQueue helps guide us in the best possible way so we can achieve our goals," says Victor

Learn more about how EduQueue can **streamline processes and costs** for your schools at [eduqueue.com](https://www.eduqueue.com) »



Tracking maximum occupancy limits per building



Watching upward swings in visits to the nurse



Preventative health screenings

EduQueue by Asan Digital LLC
13 Station Ave
Schwenksville PA 19473
Phone: (267) 639-8522

