



Case Study: Enabling Teacher Success

August 2016

Judy Oates for ClassWallet



“The assistance I received from the ClassWallet team was phenomenal. They were so incredibly helpful, and I was able to get everything I needed done in time for the performance.”

- Judy Oates, Teacher in the School District of Palm Beach County.

CHALLENGE

Judy needed to access her grant funds to purchase supplies for student performance with very little lead time. However, she is not technologically savvy and was slow to adopt the ClassWallet platform.

SOLUTION

ClassWallet’s easy solution and dedication to ensuring every teacher is satisfied

RESULTS

- ClassWallet’s customer service saves the day
- The student performance was an inspirational success

Teacher Plans a Student Performance with the Help of Grant Distributed Through ClassWallet

Judy Oates is a teacher in the School District of Palm Beach County, the 12th largest school district in the United States.

Judy had secured a grant through the Education Foundation of Palm Beach County which uses ClassWallet to distribute its grants to teachers.

By using ClassWallet to access grant funds, Judy would be able to pay for items that she wouldn't otherwise be able to afford.

THE CHALLENGE:

Judy had big plans for one of her classes to put on an educational and entertaining student performance to be held at the end of the school year. The problem she faced was that teaching this particular class was very difficult. She was sure that her students would benefit from the process of preparing for the performance. However, academics was the priority. Judy had to focus all of her energy on teaching the class so that they would do well on their tests.

Even though she had been planning the performance for months, it wasn't until her students received excellent test scores that she gave the performance the green light. By then, she had to scramble to buy the equipment and supplies she needed.

Unfortunately, because her plans were uncertain throughout the school year, she ignored all of the information she received about ClassWallet. She didn't read any of the helpful emails. And, she didn't attend any of the training seminars.

"The problem is that I don't take the time to sit and read everything that comes my way because I'm just too active and busy," Judy explains. "Also, I waited until the last minute to log into ClassWallet to buy things because I didn't know how things were going to turn out with my class."

Knowing that the only way to get the things she needed for the performance was to use the ClassWallet platform, Judy began to frantically email anyone she could to ask for assistance. "I was sending emails to anybody that I thought could help me," says Judy. "I just wanted somebody to tell me what to do."

THE SOLUTION:

Nearly out of time, Judy sought the help of ClassWallet's concierge service. Although the service is set up to function like a personal shopper, Judy's situation was unique. Ultimately, the flexibility of the service enabled Judy to purchase everything she needed for the performance.



THE RESULTS:

Although Judy didn't know how ClassWallet worked, or even where to go to log in, she was able to get the assistance she needed.

ClassWallet's Concierge Service Saved the Day

The ClassWallet concierge service is designed to assist users with purchasing the items they need when the user can't find the items on one of ClassWallet's ecommerce partner sites. To take advantage of ClassWallet's concierge service, the user identifies the items she needs to purchase and then shares that information with the concierge team. The ClassWallet team then makes the purchase and has the items shipped directly to the school.

For some very speciality items, the ClassWallet concierge team went beyond the normal course of business to help Judy get everything she needed. There were several vendors that didn't accept credit card payments over the phone. To solve this problem, Judy got approval to spend her own money, and the ClassWallet concierge team made sure that she was quickly reimbursed with a check.

The Performance Was an Inspiring Success

"The assistance I received from the ClassWallet team was phenomenal," says Judy with a smile. "They were so incredibly helpful, and I was able to get everything I needed done in time for the performance." The student performance was an inspiring success for the students and their parents.

What Does Judy and Other Teachers Think of ClassWallet?

When asked if she would recommend ClassWallet to other school districts, Judy replied with an emphatic "Yes. Absolutely. Absolutely." Her sentiments were echoed by other teachers in the district with 90% of them responding to a survey stating that they would recommend ClassWallet.