

WOW Alternative Program Standard Operating Procedure

In all documents involving the Alternative Program, “class” is defined as the individual meetings of a program (3 classes for group coaching, 8 for Am I Hungry and 22 for DPP). “Session” is defined as the series of classes that make up the program. **All relevant documents can be found at www.mainehealth.org/healthcoachingdocuments.**

Scheduling sessions

1. **Instructor** will decide on the dates and times of the sessions they will offer and will book the rooms.
2. **Instructor** will complete the session information form in its entirety and email it to **Lynn Connolly** (connol@mainehealth.org) and copy Di.
3. **Lynn** will enter the sessions into CourseStorm and notify the instructor and Di when completed. If Lynn is on PTO for the week, she will notify Di so Di can enter the sessions.
4. **Lynn** will add the sessions to the master spreadsheet and send Di an updated copy.
5. While every effort will be made to enter correct information, the **instructor** should review the listing to ensure all details are correct. If changes need to be made, the instructor will notify Lynn and Di.

Marketing

1. If the session is at MMC or MH Corporate, **Di/WOW** will advertise it in the MMC and MH Enews.
2. All other sessions should be entered into the appropriate organization newsletters by the **instructor** [A marketing toolkit is being created for other organization to have on hand to market their sessions].
3. WOW will promote sessions when other opportunities that may come up.

Reporting & Registration

1. **Instructors** have access to view their registration lists at any time on CourseStorm. It is their responsibility to monitor the number of registrants and waiting lists.
2. **Instructors** will email participants one week before the class is set to start with a message that includes the following. Instructors may include other welcome messages if they choose.
 - a. You are registered for the [program name] class that starts on [date] in [room]. If you are unable to attend this program, please let us know as soon as possible because we often have waiting lists.
 - b. To cancel your registration, please call 866-969-6090.
3. If a session doesn't have a minimum of six participants registered two business days before it is scheduled to start, the **instructor** will notify **Di** to cancel the session in the system and notify all registrants (and suggest alternative or next available class). If uncertain whether to cancel, **Di** will contact the instructor for approval.
4. **Di** will close registration for the session and hide it from public view the business day before it is scheduled to start (5 business days for DPP classes). Anyone who wants to register last minute will need to call WOW directly at 866-969-6090.
5. After the registration is closed, **instructors** will export their class roster and create a sign in sheet (the template on the health coaching documents site is preferred). **Instructors** will have participants sign in at each class.

6. **Di** will periodically review all class rosters for duplicate registrations and will contact those employees to determine the session they will actually attend.
7. **Instructors** will keep enough materials for 16 participants in each of the types of programs they offer at all times to avoid last minute ordering and delays. It is the **instructor's** responsibility to notify Di when:
 - a. Their stock has gone below 16, if only teaching one session at a time. For example: The instructor has a stock of 16 but then starts a session with 13 participants. As soon as the session begins, they will notify Di they have used 13 sets of materials and **she** will then order 3 more. OR
 - b. More materials are needed because multiple sessions are scheduled within 2 weeks of each other. For example: The instructor has a stock of 16 but has a session schedule to start on Feb. 1 and Feb. 14. Once the instructor sees that the number of participants in either session reaches a minimum of 6, they should notify **Di** to order more.
 - c. **NDPP instructors** will be responsible for putting their own binders together but will receive the documents in the correct order and 3-hole punched to make the process easier.
8. After the session has ended, the **instructor** will:
 - a. Scan or mail the completed sign in sheet to **Di**
 - b. Submit a final invoice/tracking to **Lynn** for payment processing
 - c. Send the evaluation survey link to the participants. Instructors should choose the appropriate link for the class type from mainehealth.org/healthcoachingdocuments.