

# Hampshire Sr High raises attendance from 89% to 93% in one year with PhoneMaster For Windows

**Company**  
Hampshire Sr High

**Industry**  
Education

**Platform**  
PhoneMaster For Windows

**Application**  
Attendance Compliance

**Market**  
West Virginia

One year ago, Hampshire Senior High School, a school of 1,100 students in Hampshire County School District, was out of compliance according to West Virginia standards. The school's attendance rate was running at about 89 percent and was considered a seriously impaired school.

This school year, HSHS is enjoying a solid 93 percent attendance rate. What made the difference? According to Shawn Groves, assistant principal, it was his PhoneMaster for Windows system.

Groves acquired the system last October in hopes that it would help them improve a rather bleak picture. "So much of the problem was that parents didn't know their students were absent. PhoneMaster has given us a way to get a message to those parents directly, without taking hardly any additional staff time."

Last year, Groves used PhoneMaster for Windows to call an average of 100 to 150 calls per day. This year, that number has been reduced to 40 to 60 calls per day.

Groves really likes how easy PhoneMaster is to use and how much time it saves him. "It takes about two minutes to set up each day," Groves said. "All I do is download the call list from WVEIS (West Virginia Exchange Information System), and load it onto the com-

puter where we run PhoneMaster." Groves varies the time of day PhoneMaster delivers the absent notification messages so that students are less likely to intercept them.

"It's given me some of my life back. Attendance is just part of my job, and there is no way I could make those calls myself. I don't have the time," Groves said.

Groves also appreciates the daily call report, which is waiting for him when he gets in each morning. "This tells us what happened to each call. If parents contest the absence, we have proof to show them the date and time that PhoneMaster called and delivered the message."

While PhoneMaster for Windows offers up to four phone lines to call out at one time, a one-line PhoneMaster has worked well for Groves. "PhoneMaster shares the fax phone line, so when we run it each day, I simply unplug the fax cord and plug in the PhoneMaster cord.

Groves said PhoneMaster has been remained virtually problem-free since setting it up. "And if I do have a problem, a lot of times it's my own error." The one or two times Groves has had to call technical support at U.S. Netcom, he's met with friendly, attentive service, he said.