Online Registration for Living a Healthy Life (CDSMP)

Leader Registration Form

Q. I live in one Regional Arthritis Center (RAC) region, but will be providing a course in another RAC region. For example, I live in Dearborn, MO (Northwest RAC) but will be holding my course in Platte City, MO (Kansas City RAC). Which RAC do I register my course with?

A. Please fill out the form for the RAC region in which you **live**. On the form, there is an "Additional Notes" section where you can note that the location of your course is in another RAC region.

Q. What personal information that I list on the leader registration form will be included on the participant information form?

A. From the first six questions on the leader registration form, only your name will be shared for participant registration. The remaining questions (age, gender, county, ethnicity, and participant status) are collected so that the Missouri Arthritis and Osteoporosis Program (MAOP) can share with funders and partners what the demographic make-up of our CDSMP leaders is. Names will not be connected with leader demographic information.

Q. Do I need to type out every date for my 6-week course? How should I list the time?

A. For a six-week consecutive course, please list the first date, the final date, and what day of the week your course will be on; for example, 1/2/14-2/6/14, Thursdays. For the time, list the start and end time; for example, 11:30am-2:00 pm.

Q. Why do you ask for a maximum number of registrants for my course?

A. If the room that you are holding your course in only has a seating capacity for 15 individuals, we want to make sure that we don't overbook. Listing a maximum number of registrants gives us a number to cap registration at so that your course can be successful.

Q. How will I know who registered for my course?

A. The email address that you enter onto the Leader Registration Form is the email that will receive participant registration forms. This email address will not be shared with participants.

As a leader, you will want to work closely with your RAC Coordinator to track participants for your course.

Q. Won't it be confusing to keep track of online and in-person registrations?

A. We recommend using a tracking spreadsheet for your course to maintain participant information. Whether you receive an email confirmation for an online registration or an in-person registration, enter the information into the tracking spreadsheet. You can also personally enter all in-person registrations into the online registration form.

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We recommend only one leader be in charge of receiving online registrations. This leader would share registration information with their co-leader.

You can enter pre-registered participants onto your course roster using the fill-in Participant Attendance Sheet: (http://moarthritis.typepad.com/leaders/2013_Paperwork/Participant%20Attendance%20Sheet%20-%20Fill-in%20Format.pdf). Then, print and bring to the first week of class. If a participant does not come to any of the six classes, you can draw a line through their name before submitting to your RAC.

Q. What if my course is full (between online registration and in-person registration)?

A. If the maximum number of spots has been registered online, participants will receive a "this course is full" message at the beginning of the form with information on how to be placed on a wait list or how to contact the RAC coordinator for other upcoming courses.

If you have filled your course through a mix of online registrants and in-person registrants, please email your RAC coordinator to ask for the "this course is full" message to be placed with your online registration.

Q. What do I need to include for course address?

A. Please be sure to include both the street address of the location as well as the city and zip code.

Q. Why would I want a participant to fill out information on their gender, age, language, how far they will be traveling to attend the course, and how they have heard about the course?

A. This information helps to provide more information on the participants that will be attending your course. Similar to the leader demographics, it helps MAOP provide information to our partners and funders regarding the population we serve. It can also help you as a leader learn more about how your course is advertised/if your marketing techniques are working. If you notice several of your participants are traveling from a certain location, you may want to consider providing another CDSMP course there.

Q. What kind of "special instructions" would I want the registrant to receive after submitting their registration form?

A. An example of these instructions might be: where to park, to let participants know if the course facility allows outside food and beverage to be brought in, contact information for course leaders, etc.

Q. I've filled out the leader registration form for the course. Now what?

A. Your RAC will receive your leader registration form once you've filled it out. If there are any changes

that need to be made, or any questions they have, they will contact you. Otherwise, the participant registration form will be created and put on the website within 7-10 business days (http://moarthritis.typepad.com/program_registration/).

Q. What if I need to make changes to the course (time of course, dates of course, course location, etc.)?

A. Email your RAC with any changes to your registration form as soon as you know them, including if a course is to be cancelled. Please contact all individuals who have already registered with any changes/cancellations after communicating with your RAC.

Advertising Online Registration

You can advertise online registration anywhere you would normally advertise for course registration. If you place an advertisement in a newspaper/newsletter, post flyers around town, send emails through senior center/organization list-serves, or any other form of marketing, you can include information about online registration. Please make sure to note that participants can either register online (including the link http://moarthritis.typepad.com/program_registration/) or using another method you have identified (phone call, email, mailed paper form, etc.).

If you would like to post a web-banner on an organization website that links individuals directly to our overall MAOP Program Registration page, please contact your RAC Coordinator. Your RAC Coordinator also has stickers pre-printed with the Program Registration page information that you can affix to your printed marketing materials.

One of the best markets to reach out to potential participants, who may prefer to register online, would be through electronic mediums. This includes e-newsletters, organization list-serves, Facebook, and other social media platforms. We will post periodically on our Facebook page (www.facebook.com/MOArthritis) regarding online registration, but if you have an upcoming course, you can certainly post course information on our page (and link to your registration form)!

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Participant Registration Form

The participant registration form will include the following information that you provided on your leader registration form:

- Instructor Name(s)
- Name of Course
- Dates of Course
- Time of Course
- Course Location Name
- Course Address
- Course Cost

It will ask participants to register providing their:

- First and Last Name
- Address (Street, City, State, Zip Code)
- Phone Number
- Email Address
- Optional information you selected (gender, age, language, how far they will be traveling to attend the course, and how they have heard about the course)
- Any additional information you noted

Participants will receive an email confirmation with their registration form which they should print and bring to the first class or be able to pull up on a mobile device. If you included special instructions you wanted the participant to receive after submitting their registration form, these will be included in their confirmation email.