



THEWORXHUB USER CONFERENCE:

UNIVERSITY 2016 SESSIONS

15 Minute Stand Up Meetings

TheWorxHub is the perfect tool for 15 minute stand-up meetings with your team. This session covers best practices in using TWH dashboards for quick reviews of open work orders and what areas to focus on.

Advanced Asset Management Capital Planning

Maintaining a strategic capital plan is a key component of successful long-term planning. This session will introduce the capital planning app within TheWorxHub, discussing both the core elements of a self-managed plan (reviewing how to create your own assessments and pull capital forecast reports every 10, 20, or more years) and our partnership with EMG, a data collection and capital assessment organization.

Basic Asset Management

Join us to learn the basics of asset management: How to add assets, details to track, best practices for linking assets to work orders, and key reports for a robust asset management program.

Contractor Management

Are you tracking all work done by contractors? For many sites the focus has been on tracking internal work, while outside contractor work has been left out of the historical records. This impacts reporting and makes repair vs. replace decisions more difficult. Join us to review best practices to ensure that contractor work is included in TheWorxHub.

Creating and Delivering Powerful Presentations

Many people can over complicate PowerPoint, not just from the technical aspect, but also when delivering a presentation. Join our presentation guru and learn how to develop the “show and tell”.

Excel Tips & Tricks: Advanced

Move beyond canned reports and unlock the power of your data by taking your Excel skills to the next level by learning how to manipulate your data in Excel.

Excel Tips & Tricks: Beginner	Join a knowledgeable Dude and learn the basics of how to manipulate your data to create new views and report templates that relate important information to staff, decision makers, and customers.
Garbage In, Garbage Out: Quality of Data	Data driven decisions depend on the quality of the data. Everyone has heard the saying “garbage in, garbage out”, and it’s true. Learn how to monitor the quality of your data, data clean up strategies, and data integrity processes.
Housekeeping: Annual Deep Cleans	Join us and discover best practices in annual deep clean management. In this session we will cover recommendations on how to create reminders, track resident preferences and schedule the necessary work.
Housekeeping: Projects	Once you have the basics of daily and weekly schedules down, it’s time to look at project work. This session looks at the project component of TheWorxHub, focusing on how to use this section to manage housekeeping projects like floor care and window cleaning.
Housekeeping: Quality Audits	How can you improve if you don’t know where you stand? This session introduces the basics of TWH Q&A App. We will look at how to complete internal quality audits and how to use the resulting data to guide in-service training programs and employee evaluations.
Housekeeping: The Basics	This session is a basic introduction to the housekeeping schedule creation, resident choice customization, and the housekeeping dashboard.
Intro to Room Bookings	This session is for those interested in learning more about room bookings as well as those who are just starting out. Topics will include making rooms and assets bookable, how to submit requests, and auto creating work orders for other departments.
Inventory & PO	For those looking to get the most out of their work order management system, inventory management is a natural progression. This session will cover best practices in inventory management - from how to track usage of supplies to reminders for when you are running low.
Microsoft Office Tips & Tricks	Get the insight from one of the masters of Word, Excel and other Microsoft applications on what they do to save time and frustration. We will even share tips for Google Drive users!

Mobile & Barcoding	In this session you will discover how to get the most out of your mobile devices and TheWorxHub. We will cover the basics of going mobile as well as the fundamentals of barcoding.
Mock Surveys	Discover how to use the QA and Survey App for mock surveys.
Networking Roundtable Kickoff: Senior Living	This interactive experience will help introduce you to all the attendees from organizations just like yours, allow you to share challenges and opportunities you are hoping to solve – and seek out experts. Each session will feature top performing institutions sharing their best practices, wisdom, successes and failures.
Projects: Fundamentals	Looking to manage multiple work orders done by different staff with various deadlines as part of one project? This session provides a general overview of the project dashboard and a deeper dive into the best practices managing unit turns. You'll learn the how-to's of managing multi-step & multi-department projects which you'll be able to apply internally to a multitude of projects. Outcomes include faster project turnaround, more accurate budgeting and improved fee for service revenue.
Putting It All Together	TheWorxHub offers a wide range of solutions for everything from maintenance to housekeeping to transportation and beyond. This session looks at the bigger picture, reviewing how all of TheWorxHub pieces fit together.
Reporting: Panel Discussion	Learn from those who do. In this panel we are bringing together TheWorxHub users who are reporting superstars. We will discuss how to get the most out of TheWorxHub reporting on a daily, weekly, monthly, and quarterly basis.
Reporting: Advanced Worx IQ Reporting	During this session you'll learn how Worx IQ can help automate reporting through subscriptions and how to create your own charts and graphs.
Reporting: The Basics	In this session you'll learn the basics of selecting a report, filtering, grouping, and graphing.

<p>Resident Satisfaction: Tracking & Surveys</p>	<p>We are all here to serve our residents - but how do we know what's working and what's not? This session introduces the QA & survey app, focusing on best practices in creating a resident satisfaction program, how to create surveys, how to ensure residents respond, and what reports to run in order to facilitate improvements.</p>
<p>Resident Work Requests</p>	<p>Are your residents becoming more and more tech literate? Are they asking for more self-service options? This session covers how to use TheWorxHub resident work request portal, including best practices on resident adoption and key pitfalls to avoid.</p>
<p>Scheduled Maintenance: The Basics</p>	<p>This session is an initial introduction to the fundamentals of scheduled work orders. This includes setup, usage of calendars, and TheWorxHub PM templates.</p>
<p>Taking the QA & Survey App to the Next Level</p>	<p>In this session we will review how to create your own mock surveys for any department in your organization, ensuring you are always survey ready.</p>
<p>The Basics of Transportation</p>	<p>Learn how TheWorxHub can help coordinate trip requests and driver schedules.</p>
<p>TheWorxHub Integrations</p>	<p>TheWorxHub is part of a greater ecosystem of software used in your community - this session introduces the integrations we have been working on, providing you the opportunity to learn more about what is available and provide feedback on what types of integrations you'd like to see in the future.</p>
<p>TheWorxHub: New Product Offerings</p>	<p>TheWorxHub is always growing - this session will introduce new applications and features including security, catering and activities tracking.</p>
<p>Work Order Management: The Basics</p>	<p>This session is for those looking for a refresher on the basics or those who are new to TheWorxHub. We will review requests and work order management.</p>