YOUTH EXCHANGE
ADMINISTRATION HUB

Introduction & Overview

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What is YEAH?

The Youth Exchange Administration Hub (**YEAH**) is a fully integrated management system specifically designed for Youth Exchange programs. It features user-friendly functionality to help program representatives do their jobs easily and efficiently, while also providing managers and administrators with all the tools they need to monitor the entire operation.
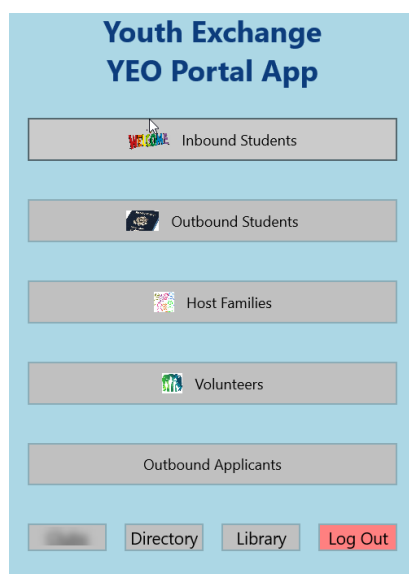
YEAH was designed by an individual with almost 30 years of experience in Youth Exchange, most of it in a leadership position. It is hosted and supported by a software company with a history that goes back over four decades, with installations all around the world.

The YEO Portal

Youth Exchange coordinators and representatives at the local level can probably find everything they need in the **YEO Portal**. The Portal can be accessed via a browser or as a mobile app, downloadable from the Apple App Store and the Google Play Store. It really requires no training at all, as the user is presented with a clear and concise menu upon logging in. And it can be readily translated into several different languages.

The YEO Portal provides contact information for students, host families, and volunteers. If a representative is traveling to visit a student, the YEO Portal provides the address and a link to a map. If someone is getting ready to go to the airport to welcome a new arrival, the YEO Portal shows the flight itinerary, with a link to flight tracking data.
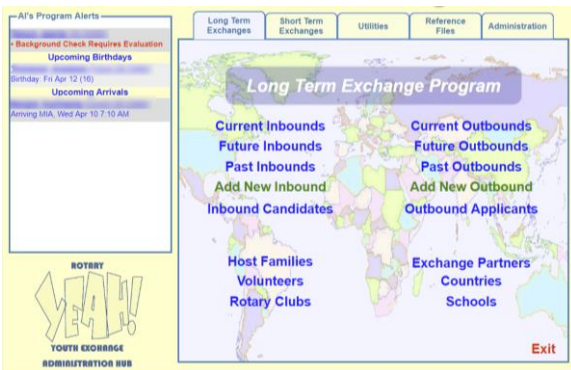
The Portal also has links to web forms for submitting reports, registering host family assignments and changes, and more. Student insurance cards and ID cards can also be printed directly from the Portal if needed.

The Hub

Program management and oversight is a significant responsibility, and those who serve as managers or administrators can be buried in paperwork. YEAH helps by providing a level of organization to make our jobs easier. Among the many features are:

- Comprehensive record-keeping for Organization Representatives, Host Families, Inbound Students, and Outbound Students, current, past, and future. Document storage is unlimited.
- Program Alerts for document processing, expiring authorizations, and even birthdays, departures, and arrivals of your students.
- Communication via e-mail and text messaging, generated by YEAH, allowing you to provide information, reminders, and more to a single recipient or hundreds of recipients, all at the touch of a button.
- Student dashboards with Indicator lights, so you know at a glance what is complete and what is incomplete, which documents are still pending, if the files of any host families or representatives are incomplete or expiring, whether reports from students and counselors have been submitted, and more.
- Complete history of your program, to show which students have been hosted or sponsored in a given community or at a specific school.
- Ability to export data on your students, host families, or representatives, to allow, for example, offline mail merge capability.
- Message templates and report form templates that are completely under your control, to share the information and ask the questions that are important to you.

Automation and Web Forms

YEAH has automated the application process to eliminate the need for PDF entry documents, manual collating of application packets, and so on. YEAH provides the following as online web forms:

- **Outbound Student Applications** – The students complete the first several pages online, including letters and photos, then submit the application when it is complete.
- **Outbound Supplemental Documents** – A unique webpage for each student lists the additional documents, such as Medical/Dental reports and school transcripts, allows them to download the blank forms, and then upload them when they are complete. *Note: When all of the additional documents are ready, YEAH has the option to Build an Application Package, combining all of the elements into a single PDF file to send to the designated hosts.*
- **Outbound Country Selection Forms** – Provides the students with your list of available countries, for which they are eligible, as you define it, and enforces your selection criteria.
- **School Reference Request and Form** – Rather than have the student take the Confidential School Reference form to a teacher, the student provides the system with the name and e-mail of that teacher or school administrator, and YEAH sends an e-mail to that person with a unique link to a web form for their recommendation.
- **Host Family Application** – Host families complete their application form online and upload their own photos. Organization representatives can then follow up with home visits and interviews.
- **Home Visit Report** – A link in the YEO Portal is provided for the local representative to report on their visit to a potential host family.
- **Host Family Personal References** – YEAH follows up on the submitted Host Family Application by sending e-mails to the people whose names are provided as personal references. Those individuals are directed to a web form to complete their referrals.
- **Inbound Student Registration –** Send an automated welcome message to your inbounds, with a link to a web form where they can provide the additional information you need from them, including uploading of a photo.
- **Inbound Student Travel Arrangements** – Direct your inbounds to web forms to provide you with the details of their travel plans, both at the beginning of their exchange and at the end.
- **Monthly/Quarterly Counselor Reports** – Available through a link in the YEO Portal, representatives can submit their required student reports with ease, and call up the prior month report to see if there are any issues to follow up on.
- **Host Family Assignments/Changes** – Also available through the YEO Portal, this makes it easy to keep everyone informed about where your students are.
- **Student Reports** – Build the content of the reports that you want your inbounds and outbounds to submit to you each month or each quarter. YEAH sends our reminders with unique links, and the students complete the reports on line.

Who Uses YEAH?

YEAH was initially designed for Rotary International's Youth Exchange Program, and more than 225 Rotary districts worldwide are using YEAH, on every continent except Antarctica. Thousands of student, host family, and volunteer records and millions of documents are safely stored in the Cloud, with secure encrypted communication, nightly backups, and more to protect your data.

What is the Cost?

Annual cost is based on the total number of active student records, as a measure of how much demand each organization might be placing on the server and the technical support staff. There are no intermediate billings, so you don't have to worry about not being able to add a student if the opportunity arises during the year – YEAH will not block any additional entries.

Technical Specs?

The YEAH system is hosted in "the Cloud" by Amazon Web Services. All communication is encrypted, and all data is doubly backed up each night, to the cloud and to a land-based server. Ongoing application design is fast and efficient with the use of an advanced development environment that makes modification, customization, and regular updating not only possible, but a regular occurrence.

Standing behind YEAH is APPX Software, Inc., a company with a 40+ year history of building and maintaining custom business software, both through directly supported accounts as well as by an international reseller network. APPX clients include some of the largest corporations in the world, government agencies, and organizations that depend on customized software to operate their businesses. APPX hosts and maintains the system and provides technical support when needed.

How do we get started?

The best way to begin is with an online demo, so you can see how the system actually works, and how simple it is for the users. When you're ready to start, we'll set up your database and schedule introductory online training. We'll also provide you with templates through which your current and historical data can be imported.

So, are you ready? Just say …