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## DEMAND SCHEDULING AT SWIM-IN ZONE

**A system that gives the most people exactly the day and time they prefer and the skill level to maximize the learn to swim experience.**

Swim-In Zone does not produce a designated schedule. Our schedule is dynamic and fluid, with the potential to change daily. We call it "demand scheduling" where requests for day, time and level are honored on a first come, first served basis. Our schedule is built around client requests as we receive them.

The process proceeds as follows:

Our teachers supply their availability prior to the start of a session. Their hours become "teacher available" time slots in the computer database. Clients, in turn, provide us with their preference for day, time and skill level based on the needs of their family. Client preferences are matched with the "teacher available" time slots to create classes.

When converting a "teacher available" time slot to a class, many factors are taken into account. First and foremost, students are placed by age and skill level. Additionally, our scheduling director, Sue Schuster, continually assesses which skill levels and age groups are occurring at every hour each day so that we can accommodate everyone. She makes sure that we have an even distribution of classes across a given time frame.

Overall, the requests combine to form a general pattern and provide almost everyone with their first choice. The first 300 to 400 children requesting specific times, days, teachers and skill levels create the schedule. The next registrants can usually find a class very close to their first choice. Finally, anyone joining a session after it has started is most successful if they have a broad and flexible window for scheduling lessons.

**\*\*There are a few exceptions to our demand scheduling process. Parent/Child classes, Adult Group Lessons, and Instructional Swim Team Practices** all follow a pre-determined schedule that is created for each session. There are schedules available for all of these classes online and at Swim-In Zone. \*\*

We hope this helps you understand our scheduling process and the reasoning behind having no pre-determined printed schedule. If you have any questions, please feel free to contact our office and we'd be happy to talk with you!