

# Camp Management Investment Guide

Evaluate the family experience, daily operations, and full cost of your next camp system.

## 01 Start with the camp you actually run

The right investment should make registration easier for families and leave staff with dependable information when camp begins. Use this guide to define your requirements, test realistic situations, and compare the cost of running a season.

### Build a one page operating brief

Record your camp model: day or overnight, session or weekly registration, locations, age groups, capacity, and optional before- or after-care. Count registrations as well as unique campers. One child attending several sessions can create several registrations, and your software quote should explain how volume is counted.

| Bring to the conversation                        | What it helps establish                                          |
|--------------------------------------------------|------------------------------------------------------------------|
| Session list and expected registrations          | Configuration scope and the applicable pricing tier              |
| Sample forms and fee policies                    | Required information, eligibility, assistance, and payment rules |
| Current roster and financial report              | The outputs counselors and finance staff actually need           |
| Registration opening date and staff availability | A workable setup, training, and testing calendar                 |

### Choose three outcomes you can measure

Examples include fewer calls to complete a registration, less time preparing morning rosters, or faster follow-up on unpaid balances. Measure the current workload before selecting a system so your team can judge whether the change helped.

**Define the decision.** Identify the workflows that must work at launch, the person who will approve each one, and any requirement that would rule out a product.

## 02 Evaluate the complete family journey

Ask to see these steps connected in one demonstration. A convenient checkout matters, but it is only useful if the resulting records are accurate and easy for staff to use.

### Registration and household accounts

Have a parent register two children for different weeks using one household account. Check age or grade rules, dates, prices, available spaces, and the confirmation. Then ask how staff handle separate guardians, changed contact details, duplicate records, and a parent who needs help at the desk. Demonstrate any special access arrangements your families need.

### Forms and permission to participate

Use your actual questions for emergency contacts, allergies, medication information, and required acknowledgments. Decide which details apply to a household, a camper, or one session. Ask how incomplete forms are identified and how staff see the latest information. Confirm signature and document-retention requirements separately from a simple agreement checkbox.

### Payments and changes after registration

Test a deposit, a scholarship or coupon, a remaining balance, and a cancellation. Have the presenter show what the parent sees and what finance sees. Confirm which payment schedules and reminders are included and how unsuccessful payments are followed up.

### Waitlists and parent communications

Fill a session, add a camper to its waitlist, free a space, and invite that family to register. Verify the payment step and who receives the message. Then target a schedule change to one session. Review email and SMS scope, delivery information, and who handles replies.

**Keep a record.** For each important workflow, mark demonstrated, needs configuration, requires an additional service, or unresolved. A future feature should not be scored as available today.

### 03 Test the working camp day

Give a counselor, a camp administrator, and a finance user different test accounts. Their access and tasks should reflect their responsibilities.

| Test scenario                           | Evidence to keep                                          |
|-----------------------------------------|-----------------------------------------------------------|
| Prepare tomorrow's roster for one group | Correct participants, session dates, and approved fields  |
| Record arrival and departure            | Times and attendance visible in the expected report       |
| Change a camper's session               | Old and new rosters, payment treatment, and parent notice |
| Find essential participant information  | Authorized staff can access it; unrelated staff cannot    |
| Lose internet access at check-in        | A documented manual process and later reconciliation      |
| Review outstanding balances             | An actionable list with the correct household and amount  |
| Close the camp day                      | Attendance corrections and financial exceptions assigned  |

### Protect the information staff use

Limit exported rosters to the fields each staff group needs. Agree how printed sheets and downloaded files are stored and disposed of. If authorized pickup or restricted pickup handling is essential, demonstrate that exact process, including an exception at the desk. Software does not replace staff identification and escalation procedures.

### Confirm the Cogran scope

Cogran connects camp registration, household accounts, forms, rosters, attendance, payments, and reporting. Smart Questions tailor forms to programs; group tools support cabins and leaders. Copy tools help prepare the next season. Ask to see your rules in action and confirm included services.

Scenario we must demonstrate before choosing

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## 04 Compare the full investment

Use the same volume, payment mix, and operating period for every proposal. Separate one-time transition work from recurring expenses, then consider the staff capacity the system may release.

| Cost category                              | Year 1  | Year 2  | Year 3  |
|--------------------------------------------|---------|---------|---------|
| Software subscription and growth allowance | \$_____ | \$_____ | \$_____ |
| Setup and migration                        | \$_____ | \$_____ | \$_____ |
| Training and support beyond included scope | \$_____ | \$_____ | \$_____ |
| Messaging and specialized services         | \$_____ | \$_____ | \$_____ |
| Processing and any platform fees           | \$_____ | \$_____ | \$_____ |
| Hardware and connectivity                  | \$_____ | \$_____ | \$_____ |
| Legacy overlap and internal project time   | \$_____ | \$_____ | \$_____ |
| Total estimated cost                       | \$_____ | \$_____ | \$_____ |

Fill in zero where a cost is included. Record assumptions and optional items alongside each vendor's quote.

## Put time savings in context

Illustration: saving 15 minutes of roster preparation on 60 camp days releases 15 staff hours. At an assumed loaded labor cost of \$30 per hour, that is \$450 of staff capacity. This is a planning example, not a promised saving or necessarily a reduction in payroll.

## Before you commit

- ☐ Required workflows demonstrated and exceptions accepted.
- ☐ Volume definition, renewal terms, fees, and included services documented.
- ☐ Migration owner, staff training, and launch testing scheduled.
- ☐ A comparable customer reference and support arrangements reviewed.

Cogran pricing follows annual registration volume, with the applicable package and services confirmed in the proposal. Review [current pricing](#).

Next step: bring your operating brief to a [personalized Cogran demo](#).