

# Texas State Aquarium Streamlines Health Tracking and Onboarding with OnTask

## CASE STUDY

### Overview

After navigating a tumultuous 2020 due to the Coronavirus pandemic, Texas State Aquarium worked hard to create a safe environment for guests, employees, and volunteers in 2021. With some employees still working remotely and over 100 volunteers active at any given time, the aquarium found that it needed a more comprehensive solution for managing its multiple HR system workflows while also making it easier for both employees and volunteers to submit COVID vaccination cards, exemptions, and ongoing test results.

### Challenges

Vaccine tracking was hardly new for Texas State Aquarium since many employees working directly with animals already needed to receive vaccinations for rabies and hepatitis B. Scaling that management system up, however, proved to be a challenge. “We started tracking vaccine information shortly before we mandated it for employees in September,” said HR coordinator Denise Rocha. “It became difficult to manage everything over email. We needed a way to create a workflow with built-in notifications to help track where everyone is in the process of doing what they need to do.” After learning about OnTask Health Tracking through a webinar, Nicole Andrade, Director of Administration and HR, demoed the solution and realized the aquarium could also use it to manage multiple electronic forms beyond vaccine tracking.

For more than 30 years, Texas State Aquarium has worked tirelessly to become a global leader in fostering support for conservation efforts in the Gulf of Mexico and Caribbean Sea through outstanding education efforts and marine life showcases. A nonprofit 501(c)(3) organization, the aquarium is an accredited member of the Association of Zoos and Aquariums (AZA) and is supported by guest admissions, continuing memberships, and private donations.



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— Denise Rocha,  
HR Coordinator at Texas  
State Aquarium

## Results

With no installations or complex integrations required, Texas State Aquarium could get to work implementing OnTask into their operations right away. The prebuilt Health Tracking workflow is on the way to replacing their manual COVID vaccine and exemption spreadsheet with a streamlined, automated submission system that will also eliminate the need for complicated email correspondence for nearly 200 employees.

Rocha quickly realized the value of deploying such an easily customizable solution. “We’ll probably end up using it for other vaccine requirements that we have in our system,” she said. “We might even do an integration where we allow our volunteers to submit their documentation as well.”

But they also discovered that OnTask workflows could be deployed for other HR-related tasks. “It’s fantastic. It does way more than we thought it could do,” Rocha said. For onboarding, in particular, they found it could streamline their existing processes by eliminating printed copies of new employee documents and reducing the need for people to come into the HR office to receive and submit paperwork related to drug testing and other onboarding tasks.

After evaluating potential use cases within Texas State Aquarium’s existing operations, Rocha is in the process of developing over 25 OnTask forms that could be implemented to replace cumbersome manual processes. “This is going to get rid of a lot of unnecessary steps that would need to be taken otherwise,” she said.

As Texas State Aquarium continues to roll out new workflows to streamline operations and automate their vaccination tracking, the OnTask team remains in close contact to provide support and highlight new features as they become available. Working together, they can help aquarium guests move beyond the dangers of the pandemic and get back to appreciating the wonders of the seas.

## About Texas State Aquarium

The Texas State Aquarium (TSA), the Official Aquarium of the State of Texas, is a private, not-for-profit 501(c)(3) institution that is fully accredited by the Association of Zoos and Aquariums. Its mission is to engage people with animals, inspire appreciation for our seas and support wildlife conservation. TSA provides high-quality science education about marine conservation and the habitats and species of the Gulf of Mexico to families primarily in Texas. Recently, it was named the number one cultural attraction in South Texas and one of the Top 20 Aquariums in the nation by TravelChannel.com. Learn more at [texasstateaquarium.org](https://texasstateaquarium.org).

## About OnTask:

OnTask is a workflow automation solution that can be used to create, collect, track, and verify digital documents and forms. Entirely web-based with a mobile-friendly interface and eSignature support, OnTask allows anyone to upload files and records for authorization without any complicated registration or downloads. OnTask's Health Tracking solution also makes it easy to track all associated COVID-19 paperwork, including vaccination records, test results, and more to keep organizations in compliance with changing mandates. For more information, visit [ontask.io](https://ontask.io).