The ACEware Top Ten List!
Best Practices for Continuing Educators

1. Work your own ground first
Focus on your customers – your existing database contains your best customers!
Student Manager allows you to capture marketing/demographic details

2. Put all your eggs (mailing lists) in one basket!
ALL mail lists used for marketing (that contain names of possible registrants) SHOULD be in Student Manager (this cuts down on duplicates, facilitates address corrections and marketing analysis)

3. Take time to sharpen your saw!
Practice what you preach re: continuing education. No one was born knowing how Student Manager works … You must invest time in learning/practicing/Keeping up with updates for Student Manager
Install a "Demo" copy of SM on a computer in the office and practice on it! (if you do that, BE CAREFUL that you do not get confused as to which system you are working in….)
Some knowledge of basic database issues (A database class – e.g. Access) would be helpful.

4. Walk the code, talk the code – Coding Issues
All the codes in SM (source, occupation, organization, interest) are there for a reason! They help you a) know who/what/where your current customers are (see #1), and b) help you market to those people!   (ACEware has a white paper on CODING that is available free of charge…)

5. Let Student Manager be Your Guide…
Design procedures/forms/policies that take advantage of your system, i.e.: design your registration form to match the screen layout of Names (so your data entry people can go with the flow…)

6. A stitch (backup) in time, saves nine, or it's better to fix the fence *before* the cow gets out!
Have a backup procedure! (SM comes with one). Even if your "network expert" claims to be "taking care of it", make your OWN backups at least once a month/quarter.
Store a copy of the back-up off-site in a safe place (put them in your underwear drawer)

7. Ask and you shall receive . . . *or at least you have a fighting chance…*
If you want Student Manager to do something and it can't (or you don't know how…) CALL US!
ACEware technicians are geniuses and they can make SM do almost anything.
Remember: If you request a new feature (and we implement it), you get it immediately!

8. Don't pound the same nail twice
Evaluate your procedures (all the stuff you have to do to get your job done!) Be on the look-out for repetitive, duplicate, time consuming procedures. (If any of those steps involve data coming out of SM, we may be able to help you automatically transfer the data! (see #7 above)

9. Where there's a will, there's (probably) a way/key/trick (reports….)
You don't have to be satisfied with the base reports… (even though you get over 300) you can modify them! Apply rule #7 to reports! The report system is so flexible and powerful, that we (you and us) can make it do most anything you want!

10. Reap what you sow! *If you are going to bother putting it in there,* plan *to harvest it!*
SM comes with almost 300 reports.   Explore them and exploit them (especially check out the user defined reports – Use the RECYCLE QUERY option to browse all user reports within an area)
Run the User Defined Report in Deadbeat, **NEW - All Reports w/Memo** … to get a inventory printout of reports in your system.

To learn more about how ACEware can help your CE program, Call us:

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