Why Bother with Student Manager Standard Operating Procedures?

To make appropriate data-informed decisions or to tell a true story of your Continuing Education program requires precise and reliable data. To obtain accurate and reliable data requires that everyone interacting with the database (Student Manager) inputs information, in the same way, every time. How is this accomplished? With standard operating procedures (SOPs.)

*Tri-County Technical College (TCTC)* have SOPs in place within the Corporate & Community Education Division (CCED) for their Student Manager Database to ensure quality output and uniformity in their operational activities. Amy Littleton, Operations Manager, will share how SOPs are developed and maintained at TCTC. She'll share how SOPs improve operations and save time! Examples of their SOP documentation will be shared, and you will have the opportunity to ask questions of Amy.

*Amy Littleton* has over 20 years of experience working in higher education, and had been with Tri-County Technical College for the last 2.5 years. She is currently the Operations Manager for the **Corporate and Community Education Division of Tri-County Technical College** where she oversees the day to day activities of the CCE division, which includes Healthcare, Transportation, Business, Manufacturing, and Pre-Highway/DOT. TCTC's CCE division sees around 10,000 students come through their programs yearly and ACEware plays a big role in the success of their students, particularly in the areas of student registration and payments, and reporting to multiple external entities.
How Google Tools Can Work for You

Are you putting the many Google resources to work for your program? Do you wonder just where to begin? Martin returns to the users’ conference to share practical information about the available tools from Google. He’ll share his knowledge with implementing Google Analytics and how he uses the data to track ACEware email results and program performance. He’ll also touch on:

- Automating Reports
- Mapping Marketing Goals
- Understanding the purpose and uses of:
  - Google Adwords
  - Google Data Studio
  - Google Webmaster

Martin Malpica is a solution-driven IT director with a focused approach to managing technology, coordinating large-scale implementations, identifying improvement strategies, and leading new marketing initiatives. His work experience includes over 20 years at the Division of Continuing Education, University of Central Florida. He currently manages the IT department which includes all operations systems, learning management systems, and marketing. Martin also heads up the conference services department giving him a unique experience in being in the operations and programming side of the business. He is a strong advocate for technology and e-learning best practices in continuing education. His solid dedication to move technology forward in the management and delivery of programs is one of his top priorities.
Conference attendees appreciate hearing from Continuing Education colleagues about their use of Student Manager and ACEweb in their program. Here is the line-up of invited customer presenters for 2020. We appreciate their contributions to our users’ conference.

Sara Patterson has been with Lewis Clark State College (LCSC) since 1996. She has been working with Student Manager for the last five years as Keeper of the Flame for her team. Sara is finishing her Bachelors in Business Administration and her OEM certification through LERN. Sara supervises the office staff and prepares the procedures for registration, certification and reconciliation of all programs. She is the liaison between the Workforce Training Center (non-credit programs) and the main LCSC campus to make sure all policies and procedures are being followed and that Student Manager meets all audit processes.

LCSC has been an ACEware customer for 12 years.

Sara, a 2018 ACEware Champion Educator (ACE), has been invited to share how Student Manager’s Cashbox and a “deposit number” field are used for their campus internal audit processes. Sara is eager to share LCSC’s “super exciting revamped process that has cut HOURS from their processes” (Her exact words!)

Brittany Thomasson has worked with Auburn University at Montgomery (AUM) for nine years. In her role as Senior Program Associate for Continuing Education programs, she manages customer registration, payments, and correspondence.

ACEware has enjoyed a partnership with AUM for over 30 years.

Brittany, a 2015 ACE, will share how AUM uses Pocket Ledger in Student Manager and expenses and monitor financial performance. Brittany will review the pocket ledger screen, demonstrate how to add and edit records, perform mass distributions, and view different types of ledger reports. She’ll show a detailed Income/Enrollment Summary with Profit/Loss, and how to add instructor pay to ledger. See Pocket Ledger in action then try it in your program!
Mark Hooper has served as Registrar for the Osher Lifelong Learning Institute (OLLI) at the University of South Carolina Beaufort (USCB) for nearly two years. He serves as the Keeper of the Flame for ACEware.

The University of South Carolina Beaufort and ACEware Systems have worked together for 12 years.

Winning the Lottery!
If you have “gold rush registration” openings, you’ll enjoy this session with Mark, Registrar for OLLI at the University of South Carolina Beaufort (USCB). He will share USC’s experimentation with using a lottery system to reduce the participant (and staff) anxiety for courses with limited seating. Join in on this idea session with Mark and share your ideas for managing high-volume registration periods.

Stacia Payne has been with Enrollment Services at Metropolitan Community College (MCC) for over 11 years. She is a leader in the implementation of ACEware Systems.

MCC is a newer user of ACEware and migrated from Colleague to ACEware in 2016.

Stacia has been invited to share about the MCC Kids Camps and how they use ACEware to support the many demands that accompany youth programming!
Maxie Starr Flores serves as Administrative Services Manager within the University of Texas at El Paso’s (UTEP) Professional and Public Programs (P3).

The UTEP P3 team was the recipient of the 2019 LERN International Award for Excellence in Management Practice.

UTEP P3 is a 25 year ACEware partner!

Maxie is invited to present on the importance of coding at UTEP P3. She’ll share how coding supports their marketing efforts and strategic planning. Maxie states that “valuable information for how to succeed in the future lies within codes.” Here about coding in action from Maxie!

UTEP has also been asked to present on their award-winning processes and procedures within their unit and their ACEware software.