



Continuing Education Enterprise Consulting Services

ACEware Systems, Inc. offers Continuing Education workflow review and analysis as related to the use of ACEware products. With this service, an ACEware Enterprise Consultant will analyze your data, travel to your office, review your ACEware registration software (Student Manager and ACEweb) installation and setup, assess your registration management procedures and identify critical points of interaction between your ACEware registration package and broader organizational and/or departmental processes.

Based on the results of the data review and site visit, the consultant will work with you and your team to suggest changes in procedures and help you develop an action plan to assure your registration software is providing you, your team, and your students the best possible service.

Typical scenario for an Enterprise Consulting visit

3 weeks prior: Client sends copy of database to ACEware Systems, Inc. along with department/unit goals and outline of mission statement

1 week prior: All CE Staff complete and return ACEware's Registration Software Interaction Survey

*On-Site: Consultant visits campus for one – two days to:

- "Shadow" registration staff to observe the work flow and practices for course set up, registration processing, running reports, etc. (typically 3-4 hours)
- Review existing procedures with both back office staff, program staff and administrators
- Review the goals and long range plans of the department to discuss how they feel the ideal registration software should work for them
- Recommended standard operating procedures, conduct short training review sessions to practice desired behavior or direct staff to on-line training as appropriate)

1 week after: Consultant delivers report with findings and suggested action plan
(Based on the findings, the consultant may suggest that the client consider adding additional modules to support their work, consider staff re-assignment or cross training re: management of the ACEware products, schedule additional focused training, and/or modify business processes to better leverage the tools provided by ACEware.)

6-8 weeks after: Consultant contacts school and evaluates progress toward action plan.

This service is limited to current ACEware customers. It is oriented towards customers who have been using a product for a minimum of two years. A program that has used the system for years without major internal review or has experienced significant staff turnover would be an ideal candidate for this service.

For pricing, general questions, or to book a consultant please contact **Sharon Brookshire, at (800) 925-2493 Ext 238** or email sharon@aceware.com.