101 Things Aceware Can Do For You!

The Student Manager and ACEweb software from ACEware Systems, Inc., offers a complete solution for Continuing Education and Workforce Development programs offering courses, workshops, and conferences. A few highlights and benefits of our Student Manager and ACEweb products are shared below. For complete information about the ACEware's product line, visit our web site at www.aceware.com or call us for a demonstration.

1) **Time savings** - Enter new data, find and edit existing data, and generate reports faster. Save the top 10 most frequently used reports for easy single-click access.

2) **Data integrity**- Built-in validation routines, paired with easy access to code setup and updating, help your staff enter accurate data.

3) **Control permissions** – Determine staff access and instructor rights on an individual basis. Very specific permissions determine who can go where and do what within the system.

4) **Flexibility** - Collect as much (or as little) information as you like by turning data fields on and off. You have complete control of what you choose to record and use.

5) **User control** – Over one hundred user-defined options allow you to customize your set up to fit your program's unique needs. Turn features on and off with a just a click of the mouse!

6) **Built-in mailing list, contact management, broadcast email, and marketing tracking tools -** With unlimited coding, manage multiple lists and track results of your promotions.

7) **24/7 support** - Our support program offers around the clock support, and you can talk with a real person. Ninety-five percent of technical calls receive an answer on the first call.

8) **Outstanding customer support** – ACEware's team knows your business. Our team has continuing education work experience and is committed to your success. With over 175 years of combined experience in the field of community and continuing education, we go the extra mile to get you the answers you need, when you need them.

9) **Personal support representative** – Each customer is assigned to a specific support technician. They get to know you and your operation, which means that they are better able to advise and help you when you have a problem.

10) **Flexible, extendable, and powerful reporting** – The integrated report system has 84 different report categories and is delivered with over 275 ready-to-run reports. Keyword search supports finding reports easily.

11) **Report writer** - Allow users to create and modify reports. Export and share feature allows for sharing of reports among Student Manager users.

12) **Integrated financial reports** –Track income and expenses per program or per department. Statistical analysis reports let you drill down to get the data you need to make informed decisions.

13) **Special reporting extensions** – Empower advanced users to add custom-code to reports to extend their functionality (ability to provide for sophisticated sorting, and data selection routines, and ability to add automatic "batch data update" routines to reports.)

14) **Expandable, customizable, and affordable software configurations** - With our upgrade program, order the product that you need and can afford right now, then upgrade later to add additional modules as your budget allows.

15) **Continuous upgrades and enhancements** - Our Research and Development staff talk daily with users, asking their opinions, and listening to their suggestions. That information becomes the basis for new features and updates for the software. Our user suggestion program encourages and rewards user feedback.

16) **Membership Management Support-** Tools such as expiration options, renewals, tiered memberships (bronze, silver and gold levels, for example), and membership prerequisites assist with membership management. Membership retention reports are available.

17) **Emergency communication support -** Support for integrated SMS text messaging and broadcast email functionality.

Special function key shortcuts

18) **F2** –(Quick Count) Provides a pop-up listing of upcoming courses

19) **Ctrl+F2** – (Quick Room Use) Supplies a pop-up listing of the class meeting dates, times, and locations for upcoming courses

20) **F3** –(Faculty Talent Search) Offers a pop-up form for a user to enter faculty criteria such as skills, subjects taught and biographical information to receive an instant list of faculty meeting that criteria (to find instructors who could teach particular courses).

21) **F5** – (Name Finder) Presents search options for people in the database. Search by first name, last name, address, email etc.

22) **F7** – (Pay Grabber) The F7 Pay Grabber key is to Payments, as the F5 key is to names.

23) **F9** – Provides a dashboard interface to classes with low enrollment, classes that are close to full and a quick summary of registrations and income by day/week/month/quarter. Perfect for Administrators and Managers.

24) **F10**- (Membership Reports) Generate membership reports based on your chosen criteria .

25) **Ctrl+F9** – (Quick list of Pay History) When viewing a student's registration or payment record (data screen), pressing Ctrl+F9 displays a complete payment history for the student.

26) **ALT+3** - Accessed at the name record, copies the complete name, address, phone number and email to your clipboard. To paste this information into another document (an email, a word doc, etc.) press Ctrl+V.

27) **ALT+0 (zero)** - When you need to override the auto complete feature while editing a name record (for example, entering a zip code automatically fills in city and state), pressing ALT+0 will open up the City and State fields for manual editing . Handy when entering international addresses!

28) **ALT+F1** – Repeats the last course code edited (from editing Course or Registration Record). Handy when running reports, and you want to search by last course you edited.

29) **ALT+F2** - in running queries, repeats the last character search value entered.

30) **Shift+F2** – Pastes today's date into any data entry field.

31) **ALT+F3, ALT+F4, ALT+F5** – User definable text macro (store boilerplate text, string and recall it/paste it into a data field).

Special purpose modules

32) **Email -** Send registration confirmations (with option to attach files), mass-email target audiences, design customized merge mail templates, or just send a traditional email message to students and/or instructors.

33) **Budget Builder -** Special tool to cost out programs. Enter estimated enrollment, fees, and expenses to calculate the go/no go number and breakeven point. Provides the projected profit/loss at any given enrollment point.

34) **Pocket Ledger -** Track actual expenses for programs. Generate profit and loss reports by single or multiple courses.

35) **Catalog Builder -** Create a reference file of Course Data (description, marketing information, and contact information). Supports prerequisite, related, and follow-up courses.

36) **Workshop Tracker -** Allows for breakout sessions for a course or conference. Set maximum size limits on workshops and assign optional/additional fees.

37) **Faculty Manager -** A full-featured address database for instructors, with special features like availability, subject-scoping, and default pay calculation per instructor. Track instructors, addresses, pay, and performance.

38) **Company Invoicing Module (Invoicing and Accounts Receivable)** - Generate cumulative invoices for all charges to a specific billing entity within a particular time period. One step payment distribution across all registrations in a single invoice.

39) **CRM Module** - Track all contact history with individuals in the database. Set the type of contact (phone, mail, email) on a per-communication basis. Automatically log mailings and emails.

40) **Integrated PCI Compliant Credit Card Processing** – Support for over a dozen different payment gateways including TouchNET, Authorize.Net, CashNet, PayPal and Bluefin.

Special utility tools

41) **Data Clean Up** - Tools to support the combination and merging of names and firms.

42) **Data conversion/upload tools** - Import mailing lists to create student records and mass-enroll them in a particular course (great for contract training or workforce education).

43) **Student ID Update/Transmogrify tool** - Remove and replace Student IDs in the database, while maintaining data integrity with registration history.

44) **Course Number Transmogrify tool** - Allows you to easily overhaul course numbering systems while maintaining historical data.

45) **Address standardization** – Self-serve web registration is nice, but when students type in their own data, the formats/spelling/proper casing can get pretty wild. ACEware has several special tools to help you clean things up.

Optional modules to extended functionality

46) **Course Packaging Module with BOGO -** Offer students the option to enroll in a preset group of courses at a discounted rate. Run BOGO promotions for online registration.

47) **Attendance Tracking Module** – Supports day-by-day per class attendance tracking. Record the number of hours attended for the day, an absence code, and a daily score/grade.

48) **Calendar Course Display Module** – Offers an alternate organizational display of classes for students and staff. (*Note: Requires ACEweb*)

49) **ACEweb Online Registration Module** - A data-driven, flexible, customizable, and full-featured web course publishing and web registration portal that connects in real-time to the Student Manager database. It offers outstanding benefits, including:

50) *Responsive design* - provides an optimized experience for customers registering online with their smartphones or tablets, and could improve your Google Search rankings.

51) *Real-time data driven-publishing* (reads information from your Student Manager.)

52) *Alternate ACEweb Interface* – allows you to create additional unique storefronts on a single database. Up to nine storefronts can operate on a single installation.

53) *Real-time registration* - students who create an account and enroll via the web are automatically entered into your Student Manager database.

54) *Student self-service portal* - allows students to manage their personal profile, pay balances online, update mailing address and communication preferences, manage their family members' accounts, view the course history and print certificates.

55) *Instructor portal* **-** allows staff to authorize instructors to view class lists, record attendance and grades, and send mass emails to class members.

56) *Marketing tools* - including "Tell a Friend" viral marketing, and a related courses feature.

57) *Staff web access*—allows staff to manage registrations and access course information via a browser.

Course Level Features

58) Seed a course subject code to name interest/mailing list codes automatically. Whenever a student enrolls in a course with a specific subject code, the code is automatically added to the student's interest code list.

59) Enable and manage class waitlists

60) One-click quick reports allow for the generation of nametags, rosters, certificates, mailing labels, faculty contracts, and more. This feature also allows for quick emails to be sent to students in the class.

61) Establish class minimums and maximums on a course-by-course basis, and receive notification when the class is full.

62) Mass-register tool that allows staff to enroll all or specified students from a given class into another class. This is great for sequenced classes, where most people in a Level I class enroll in Level II.

63) Preset holiday dates allow users to identify dates that courses will not be held. These can be global or location specific. Import federal holidays or enter a range of holiday dates such as winter or spring breaks.

64) Room and instructor conflict checker.

65) Establish "early bird" fees. Fees are hidden after the stated deadline.

66) Pop-up warnings ensure that other users are aware of important course information (i.e., new class location, date change, etc.).

67) Set a course reminder date and message that notifies an assigned user of some needed action.

68) Attach reference documents to the course record (i.e., faculty contract, syllabus, etc.).

69) Cloning feature to speed up rescheduling of classes. Allows "pasting" of data from an old course into a new data record.

70) Mass Cancel/Refund option allows canceling and refunding all registrants in a class at once.

71) Mass Change/Update tool allows users to change status (active/inactive, etc.) of a group of classes at one time

72) Web Preview feature for a quick view of exactly how the class will look on the web during course set up.

Name Level Features

73) Duplicate check feature to avoid replicating a name entry. System checks name, student ID, and Email for matches and duplicates.

74) Unique credentials area, where you may define an unlimited number of data elements to store for a student. Examples: Employment history, licenses, courses taken from other institutions, professional certifications, etc.

75) Set a student reminder date and message that notifies an assigned user of some needed action. Send an email to a selected student and automatically log the contact.

76) Catalog fulfillment feature. Record the mailing piece requested by your students and print the mailing labels, all from the system.

77) A "Special Tool" button which lets you perform several special actions (i.e., automatically stamp a date in the callback field, automatically stamp a date and your user name in the Name Comments Field, etc.)

78) Special needs alert provides a pop-up message to notify staff of distinctive characteristics or needs of students (i.e. special assistance and dietary requirements.)

79) Support for special fee categories. Assign a default fee to a name record. Used most often with discounts for

specific groups of registrants who always receive a

discount (i.e., staff, senior citizens, or students. If the fee is assigned to a course that the student enrolls in, then s/he will automatically be assigned that special fee

80) Increase accuracy and save time with the zip code, city, state, county, and area code lookup. Enter just the zip code, and the city, state, county, and area code are automatically populated.

81) Firm lookup. Once a firm's record is created, any subsequent registrants from that firm may have their address filled in automatically.

82) Alternate billing address available for firm payment of courses.

83) Pop-up warning screens available for a firm. (i.e. When the firm representative calls, please confirm the billing contact name and address.)

84) Promote firm participation by offering a special fee to all names associated with the firm; all firm employees will automatically be assigned the special fee.

85) Speed up record creation with the Clone Name

feature, which allows users to copy and paste address

information from the last record added/edited. Very helpful when adding several people from the same household or firm.

86) Outstanding balance owed and the number of classes taken is conveniently displayed on the name screen.

87) Virtually unlimited data fields, many of which also

accept validation.

88) Document tracking allows for an unlimited number of documents for a particular student to be attached directly to the name record (i.e. resumes, applications, transcripts, etc.)

Registration Level Features

89) Shopping cart grouping of registrations allows for payment to be applied to a group of registrations. Groups may consist of one name with many courses, many names with one course, or many names with many courses.

90) Quick reference tools to support the registrar. Display other students in the class, show class description, edit name record, view "mother" course record, show location, etc.

91) Supports the transfer of a registration and associated payment from one person to another, or from one course to another.

92) Supports adding ad-hoc fees to a registration.

93) Speed entry mode supports the mass entry of large groups.

94) Ability to apply multiple payments or partial payments.

95) Instantly create a "billing plan" to split a bill across several months.

96) Transfer payments between registrations.

97) Easily refund payments with the built-in Refund Wizard.

98) Hold payments in an escrow account so that students can use the balance later, reducing the overhead of processing refunds.

99) Full support for third-party billings and alternate payment types (user-definable.)

100) A customer listserv, open to all customers with a current support agreement, provides a forum for discussion, sharing tips, getting advice, sharing resources, and connecting with other CE professionals.

101) An online forum that allows customers to interact with each other and ACEware staff, and stay current on all Student Manager and ACEweb updates.

Additional ACEware Goodies:
Because *we always go the extra mile.*

102) Monthly webinars that highlight key Student Manager and ACEweb features, as well as discussion of current and continuing education trends.

103) A robust online help guide.

104) An annual users' conference that brings together customers to share tips, tricks and best practices for using ACEware Systems software to support the management of continuing education programs.

" I've used other registration software -to have software that is specific to the needs of the continuing education world ins invaluable. Specifically, having the ability to pull reports that allow us to sort through our data in a variety of ways for a variety of reasons.

If we have questions, Student Manager has the answers. It assists us in our marketing decisions, course creation and approval process, and the list goes on and on."

Stephanie Westmoreland
Georgia College and State University

To learn more about Student Manager and the ACEweb registration package, contact ACEware Systems, Inc. at 800-925-2493 or go on line at www.aceware.com to download a free evaluation copy.