Training

TRAINING PHILOSOPHY AND METHODOLOGY

TRAINING IS AN ESSENTIAL PART OF EMPOWER AND IS AS IMPORTANT AS THE SOFTWARE ITSELF IN THE SUCCESS OF YOUR STUDENT INFORMATION SYSTEM IMPLEMENTATION.

Most EMPOWER training is carried out on-campus and with as much of your institutional data, business rules, and variables as possible. A test and training database called 'play' will be created containing your converted data so that training is relevant and staff members have the opportunity to review and become comfortable with their EMPOWER system with no concern about making mistakes or corrupting information.

The coursework was designed using the train-the-trainer model which provides a professional education to the key module users or specialists so that they are equipped to manage the module and provide instruction to colleagues. While other users of the module are encouraged to attend training sessions, the main focus will be on the module specialist. This level of training will give the specialist the skills needed to take ownership of the module.

EMPOWER believes that the quoted training time is sufficient to enable institutions to implement the core functions of each module and become proficient users of the system. Several modules have additional capabilities that enhance the functionality of the system beyond those core functions such as events management, pre-admission coursework audit and competencies, just to name a few. EMPOWER offers in-depth training on these sub-module features as onsite, online, or office sessions.

To be successful and to use our mutual time commitments effectively, EMPOWER makes sure that training materials are up-to-date, pre-implementation information is shared, and trainers are well prepared. Training is made as rigorous and complete as your educational programs. We use training visit reports and candid feedback to provide any necessary follow-up and to continuously evaluate and improve our training process.

We anticipate that those attending training will have completed any training preparation, will have uninterrupted time in class, will complete practice assignments, and come to training with an open mind and an eagerness to learn.

Training normally takes place over about two months starting with the administrator and the common user training webinars. We feel that a phased approach to training gives everyone a

chance to try out new skills, document questions, and become familiar with the system with a sense of purpose, but without the disruption of a "crash course" approach.

EMPOWER training is also available at our location in Bingham Farms, Michigan. Training away from campus offers the opportunity for concentrated study, free from distractions at the office. In most instances, off-site training can offer a cost savings to your institution, as well.

In the course of training and implementation, we may observe areas where EMPOWER can positively impact business processes. While we are not educational management consultants, we will offer our suggestions in a spirit of collaboration.

ADMINISTRATOR TRAINING

Our Administrator training webinars are designed to assist the IT administrator and IT support personnel in managing the security, housekeeping, updates, and architectural components of EMPOWER. There is no need for a database administrator or other specialized resource for these activities, though some technical orientation is helpful.

WEB ADMINISTRATION TRAINING

Our Web Administration training webinars are designed to assist Web portal administrators in setting up the EMPOWER login page and the launch page elements and menu configuration based on user group (i.e. students, faculty, student records staff, etc.). Administrators will also learn how to perform any EMPOWER office view setup required to view their associated Web portal screens, as well as maintain any Web portal parameters.

COMMON USER TRAINING

All EMPOWER users view webinars designed to provide an overview of the system as well as training on how to perform basic tasks such as entering and retrieving data and how to utilize EMPOWER's online help system. The goal is for users to develop confidence in their abilities prior to the actual module training for their departments.

MODULE SPECIFIC TRAINING

Module specific training is designed to provide the user with proficiency in the day-to-day operation of their individual module. The training for each module will be delivered in three or more, four-hour sessions that will consist of:

- EMPOWER structural overview
- Module specific overview
- Detailed training
- Practice exercises

Additional worksheets and webinars are assigned as training prep/homework and are an integral part of the training process. Completing these assignments generates trainee questions that are answered during the training sessions. Online trainer assistance is also included as part of the implementation training.

REVIEW/Q&A TRAINING

Review/Q&A training takes place after users have had the opportunity to practice with the system using the test/training database. It gives the learners an opportunity to review functions and ask questions brought about while practicing on the system. Some advanced EMPOWER functions are also covered.

This module specific training consists of:

- Module training review
- Advanced EMPOWER functions
- Client Q&A

A TO Z TRAINING

Presented the same week as Review training, A to Z training provides a comprehensive, practical review of EMPOWER by bringing all module trainees together and working with them as a group to take a student step-by-step through each EMPOWER module. This gives users a better understanding of how the modules affect each other and provides an opportunity to ensure that all departmental processes and practices are working together as efficiently as possible.

CONSULTATION

Once EMPOWER has been fully implemented and all trained users have had the opportunity to work with real, live data, a consultation takes place to answer any additional questions and to make sure that each module specific need is being met.

CONTINUING TO LEARN

While the implementation training is intended to provide learners with the skill they will need to use EMPOWER in their everyday work, we feel that it is valuable to offer additional training support as your users and needs evolve. We will prepare special training events to meet client needs. *EMPOWER support proposals include a yearly allowance for up to four units of additional training. Depending on the type of training to be done, this can be done onsite, at our office or online. This policy is intended to assure that needed follow-up training is available without requesting special budget funds.*

- **Module Specific Training**
  Module specific training can be provided at any time, allowing for the training of new staff or to provide a review to existing users, assuring that all of the benefits of the module are being used.
- **Special Topics/Q&A Training**
  This training is guided by the institution's experience with EMPOWER and is tailored to your needs. It can be held onsite or online.
- **Report Training**
  Report training deals with all aspects specific to IPEDS and FISAP reporting, ensuring that proper data is entered into and pulled from EMPOWER for accurate reporting.
- **Data Management Training**
  This training provides instruction in managing prospect, student and alumni data. Trainees will learn how to find missing data and how to delete/move/merge data to ensure that there is no missing information and no duplicate records within EMPOWER.
- **Ad Hoc Reporting**
  Ad Hoc Report training provides instruction in creating custom, institution-specific reports from any ODBC compliant report writing software such as Crystal Reports or Access.
- **Webinars**
  Regularly scheduled live and recorded webinars are offered throughout the year, covering new features, functions that may not be used often and topics suggested by our review of requests and questions posted on the Concern System.

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