Relative Size of Program

Does your institution have a noncredit program?

Allows you to judge the relative size of your organization against your colleagues.

- 34.6% Yes, and it generates over $1M in annual revenues
- 23.3% Yes, and it generates $500K-$1M in annual revenues
- 15% Yes, and it generates $250K-$500K in annual revenues
- 14.3% Yes, and it generates less than $250K in annual revenues
- 12.8% No, our institution does not have a noncredit program
What percentage of your program’s revenue is generated by Contract, Customized and/or Corporate Training?

Allows you to compare how effectively your program is taking advantage of the increasing market for contract, customized, and corporate training.

- Yes, and it is 1 - 20% of our revenues: 46%
- Yes, and it is 20 - 40% of our revenues: 18.3%
- Yes, and it is more than 40% of our revenues: 19.8%
- No/Not sure: 15.9%
## Fit and Satisfaction with Current Management Software

What software does your continuing education program use, is it a good fit, and how satisfied are you with the service and support you receive?

<table>
<thead>
<tr>
<th>Software used for Continuing Education management</th>
<th>Number of Responses</th>
<th>Average Score: Fit for Program 1= Poor Fit 5 = Great Fit</th>
<th>Average Score: Service and Support 1= Very Dissatisfied 5 = Very Satisfied</th>
<th>Average Score: Total (out of 10 possible)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Augusoft Lumens ®</td>
<td>23</td>
<td>4.2</td>
<td>4.3</td>
<td>8.5</td>
</tr>
<tr>
<td>AceWare ®</td>
<td>9</td>
<td>3.5</td>
<td>4.0</td>
<td>7.5</td>
</tr>
<tr>
<td>Jenzabar ®</td>
<td>4</td>
<td>3.5</td>
<td>3.7</td>
<td>7.2</td>
</tr>
<tr>
<td>Destiny ®</td>
<td>3</td>
<td>4.0</td>
<td>3.0</td>
<td>7.0</td>
</tr>
<tr>
<td>Xenagrade ®</td>
<td>6</td>
<td>3.4</td>
<td>2.7</td>
<td>6.1</td>
</tr>
<tr>
<td>Ellucian Elevate ®**</td>
<td>8</td>
<td>2.5</td>
<td>3.0</td>
<td>5.5</td>
</tr>
<tr>
<td>Ellucian Banner ®</td>
<td>47</td>
<td>2.5</td>
<td>3.0</td>
<td>5.5</td>
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<tr>
<td>Ellucian Colleague ®</td>
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<td>2.5</td>
<td>4.5</td>
</tr>
<tr>
<td>Oracale PeopleSoft ®</td>
<td>8</td>
<td>2.3</td>
<td>2.0</td>
<td>4.3</td>
</tr>
<tr>
<td>rSchool ®</td>
<td>4</td>
<td>1.5</td>
<td>2.0</td>
<td>3.5</td>
</tr>
<tr>
<td>Other*</td>
<td>35</td>
<td>2.7</td>
<td>3.0</td>
<td>5.7</td>
</tr>
</tbody>
</table>

* Other represents products that had only one response, were left blank, or were answered N/A
** Respondents report that the system is not currently live
What key challenges does your program face?

- If using non-CE-specific software (i.e. Banner®, Colleague®, PeopleSoft, etc.):
  - Administrative burden trying to conform to the institution’s for-credit systems and practices
  - Lack of easy, user-friendly registration system negatively impacting registrations and revenue results
  - Lack of any meaningful analytics to use in making business decisions
  - Not able to adequately manage custom and/or contract training
- Increasing registrations and lowering cancelations
- Competition from for-profit and other institutions
- Growing with minimal staff
- No or little marketing support to grow the CE program
- Institution not agile enough to respond to market needs and competition from for-profit providers
Next Steps

• For more information on taking your program to the next step, please read the white paper –

  Augusoft.net/EnhancingValue

• Or, by clicking the link below you can request more information about Augusoft Lumens, our industry-leading CE technology solution –

  Information Request