



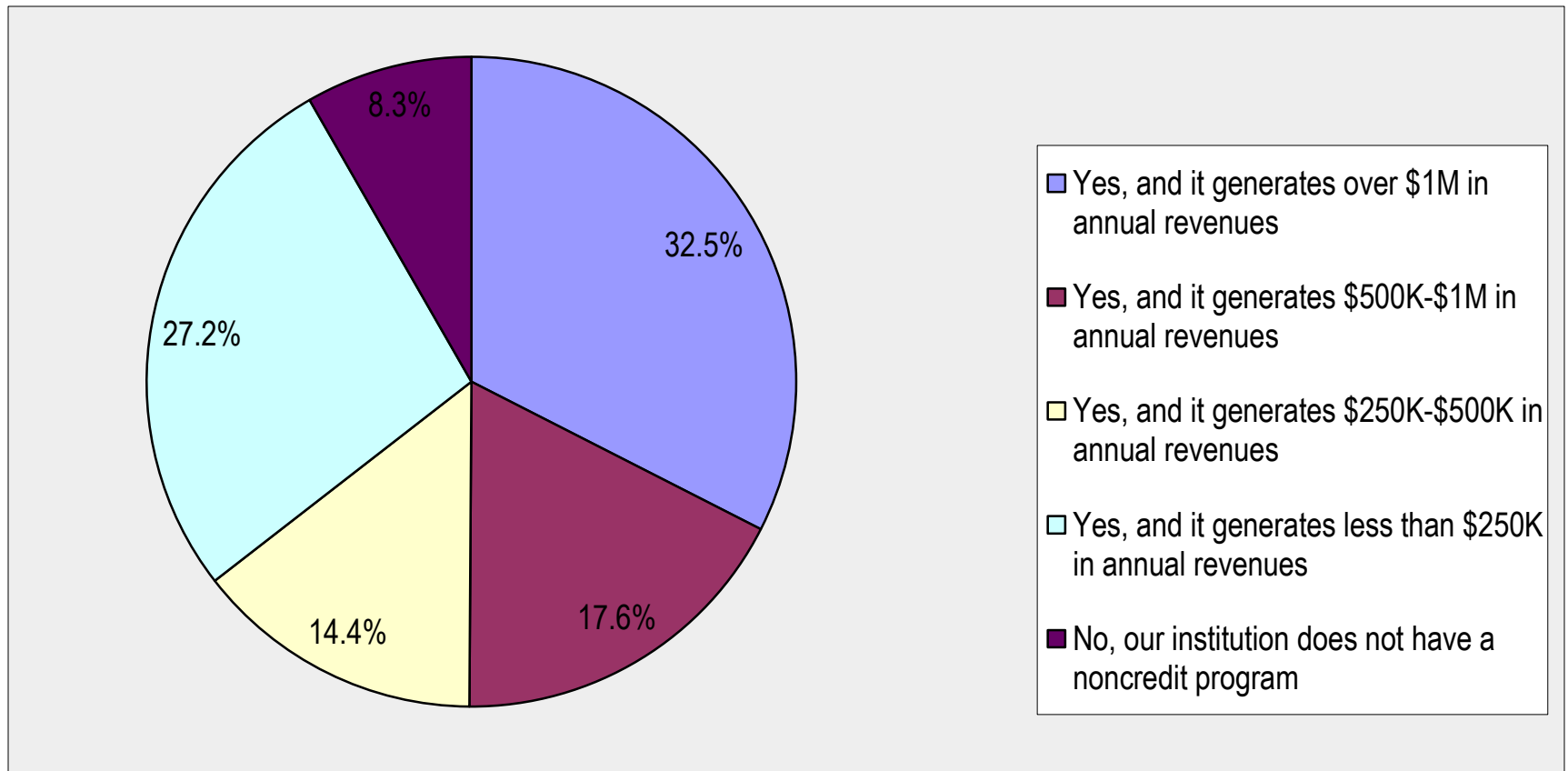
Continuing Education Study I

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Relative Size of Program

Does your institution have a noncredit program? (495 responses)

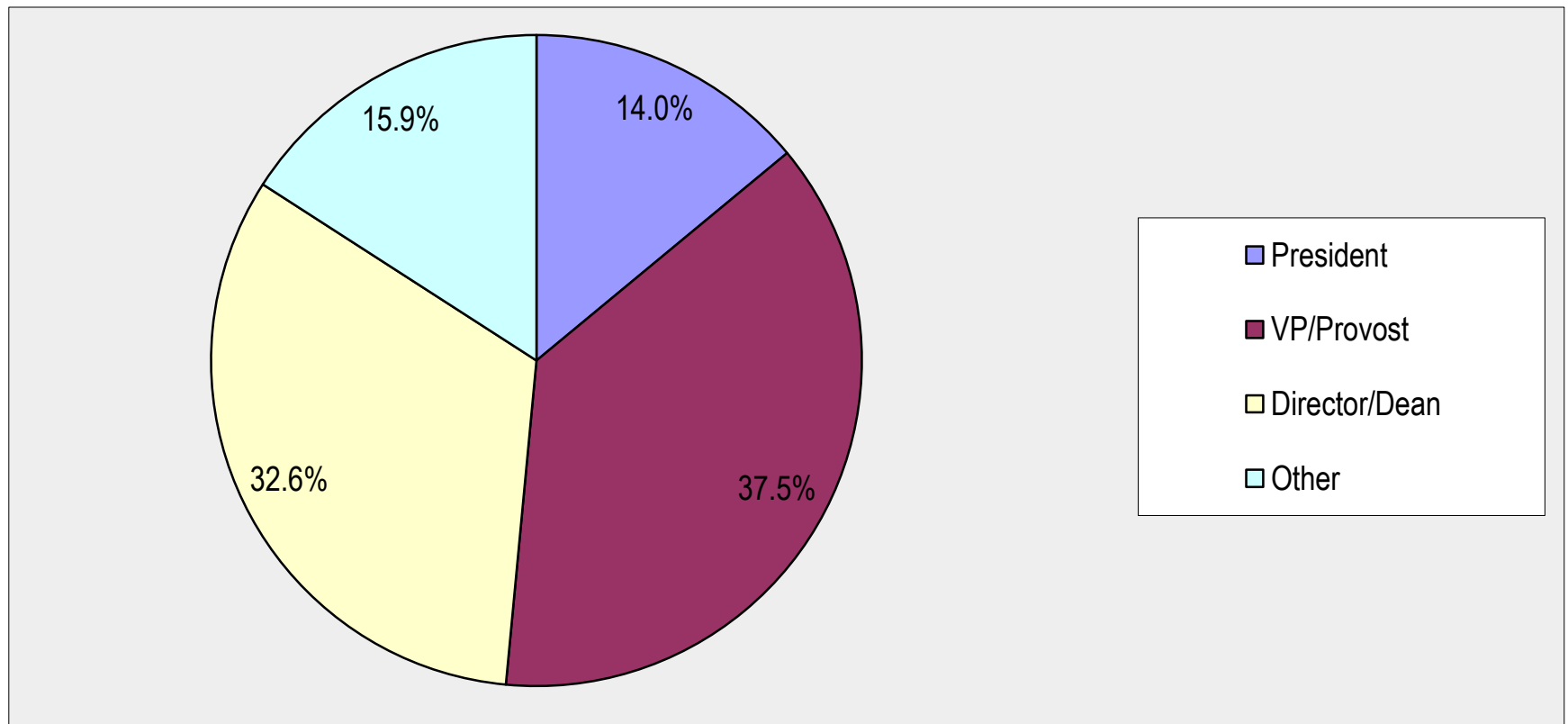
Allows you to judge the relative size of your organization against your colleagues.



Institutional Support

Who does the person that runs the noncredit program(s) report to?

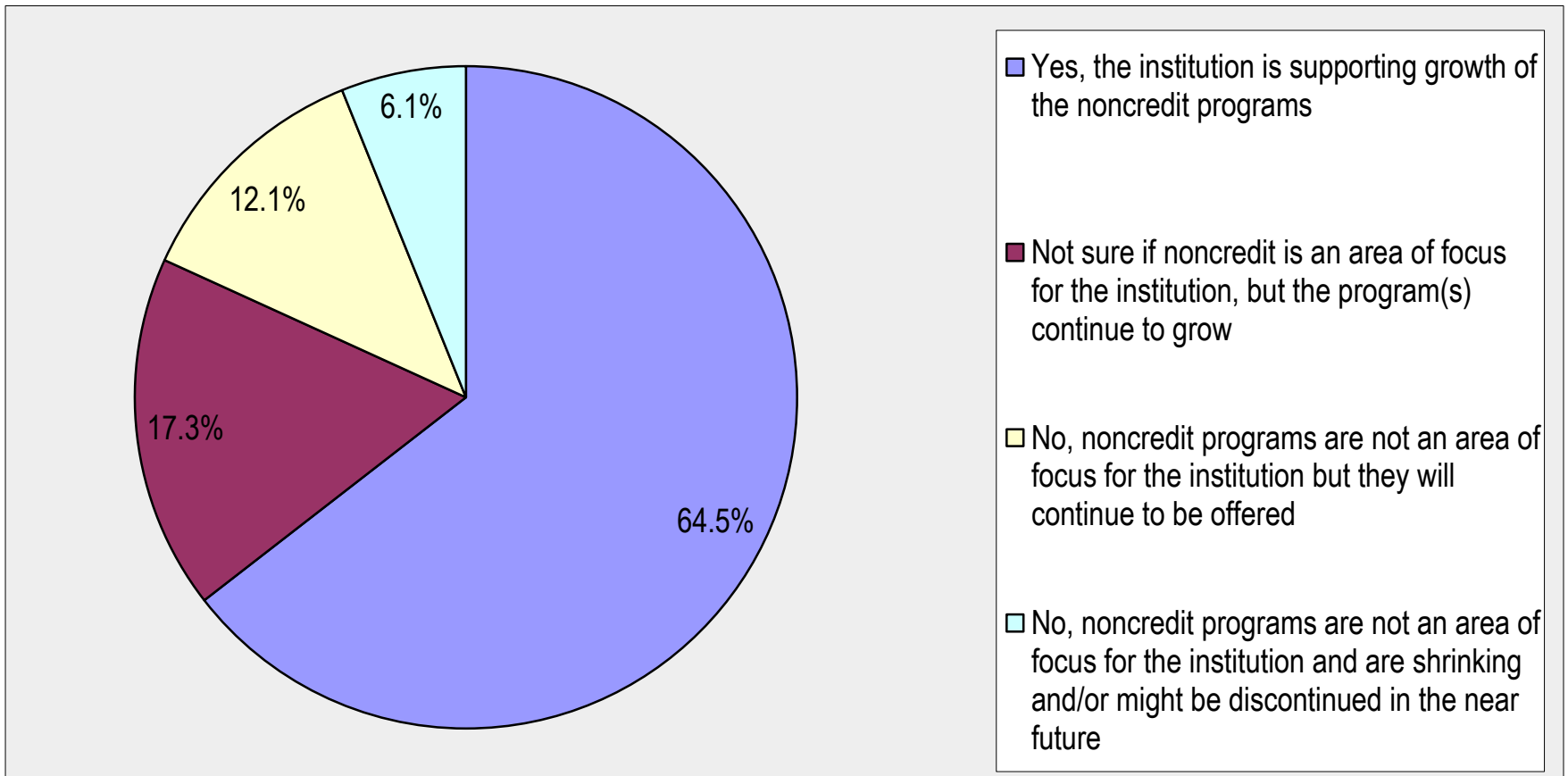
Although the direct reporting lines do not specifically gauge the importance of the program, they do highly correlate to the ability to gain institutional support.



Institutional Importance

Is your institution focused on growing noncredit program(s)?

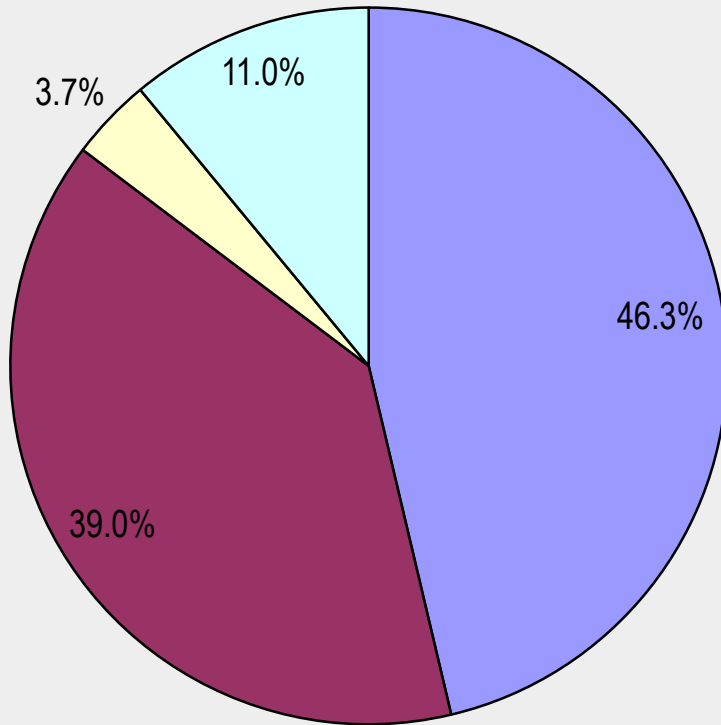
Allows you to judge the institutional importance of non-credit offerings.



Institutional Acceptance of Uniqueness of Business Processes

What software system does your non-credit department use to support its administration and registration process?

Allows you to assess institutional support for the unique needs of their non-credit programs.

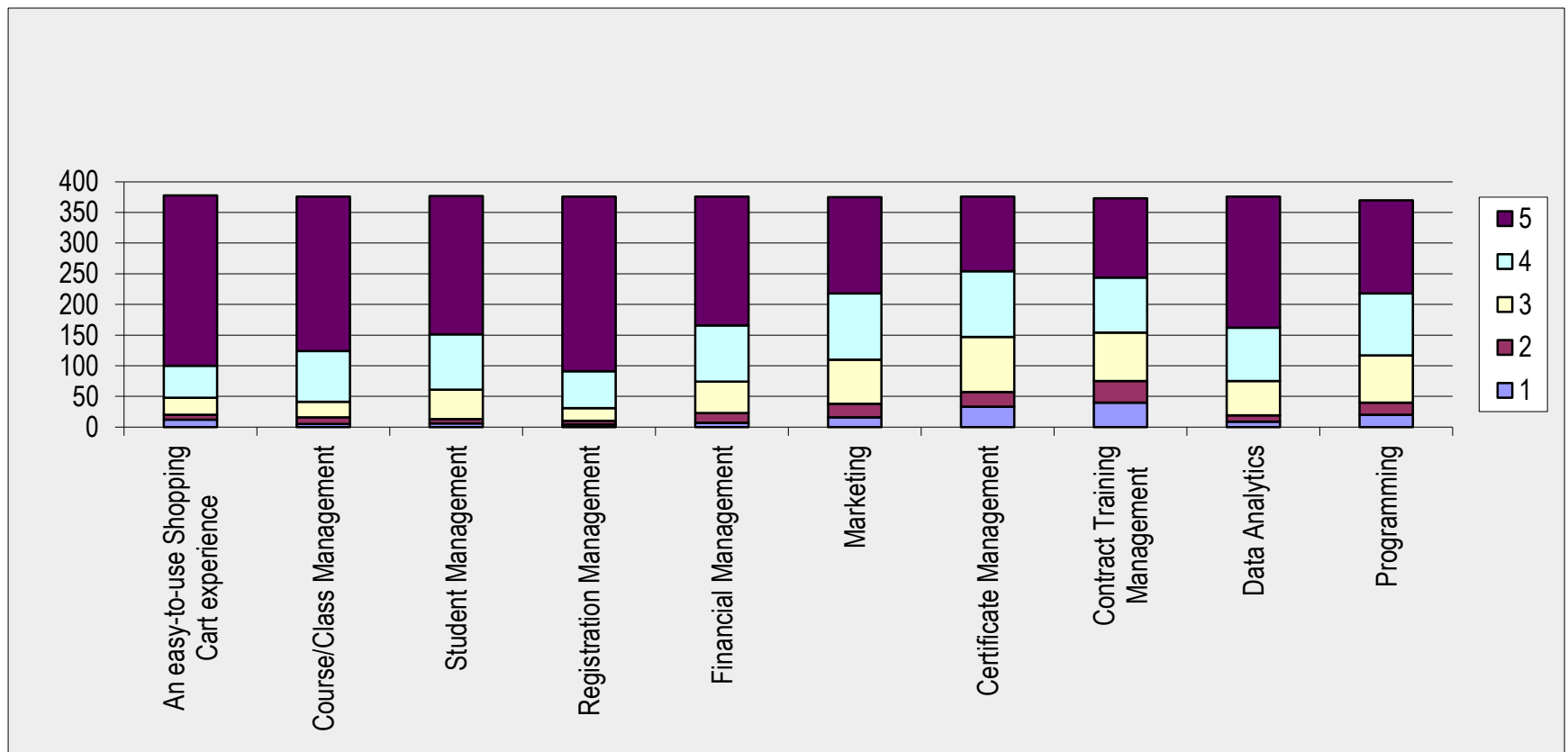


- The same system that is used by the overall institution. Please specify in comments.
- The non-credit department purchased its own, standalone system. Please specify in comments.
- The non-credit department created its own custom software in-house.
- We don't have a specific software system helping us manage our non-credit department.

Critical Needs Analysis Across the Industry

Please rate the importance of the following software functionality in managing your non-credit program (5 is critical, 1 is inconsequential)

Allows you to understand what critical needs are shared across the industry.



Key Challenges – Qualitative Responses

What key challenges does your program face (responses from those programs using the same technology used by the overall institution)?

- Lack of easy, user-friendly registration system negatively impacting registrations and revenue results
- Administrative burden trying to conform to the institution's for-credit systems and practices
- No or little marketing support to grow the continuing education program
- Lack of any meaningful analytics to base business decisions on
- Not agile enough to respond to market needs and competition from for-profit providers
- Not able to adequately manage custom and/or contract training

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 continuing education technology solution –**

[Information Request](#)