



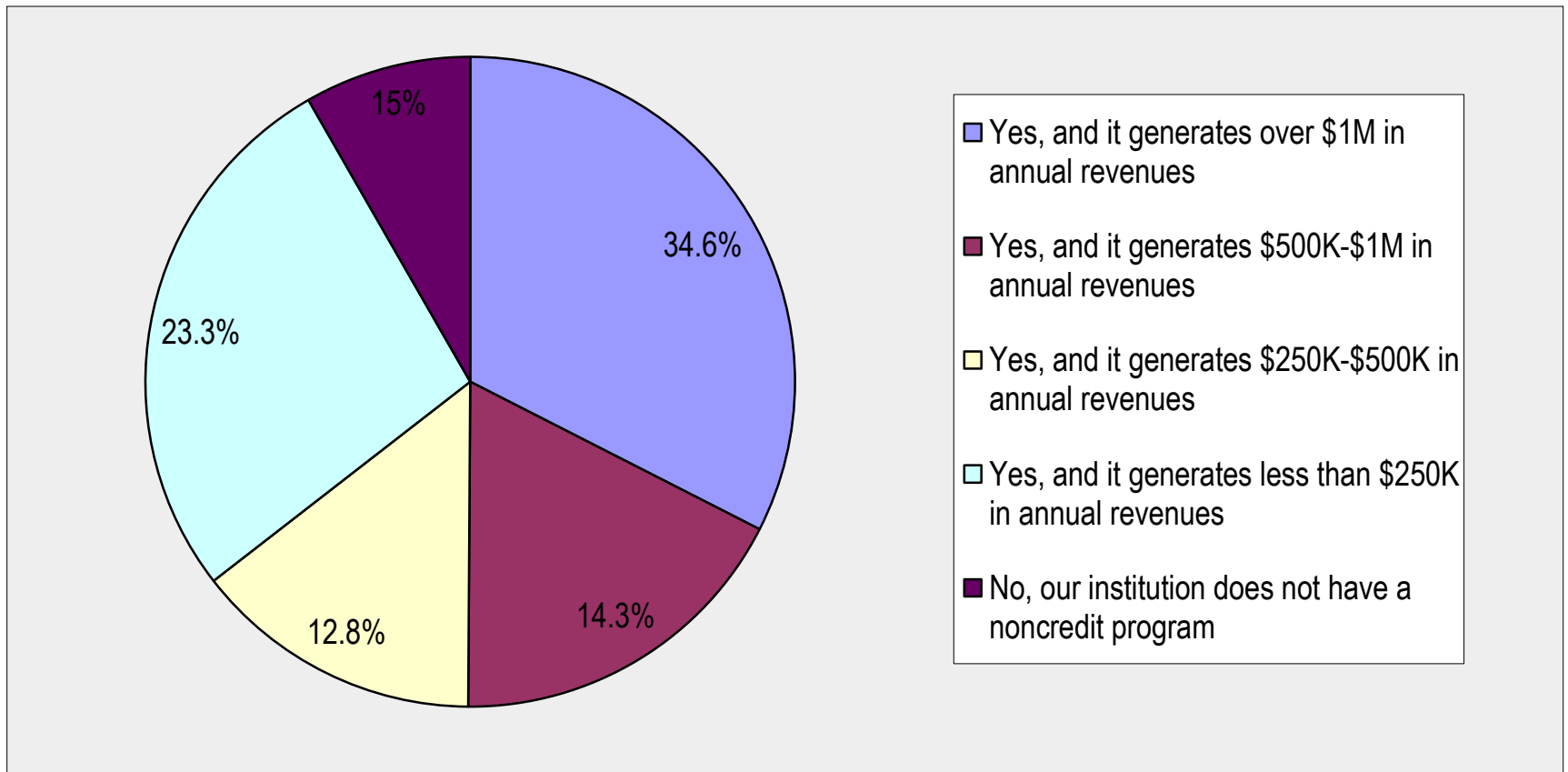
Continuing Education Study II

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Relative Size of Program

Does your institution have a noncredit program? (326 responses)

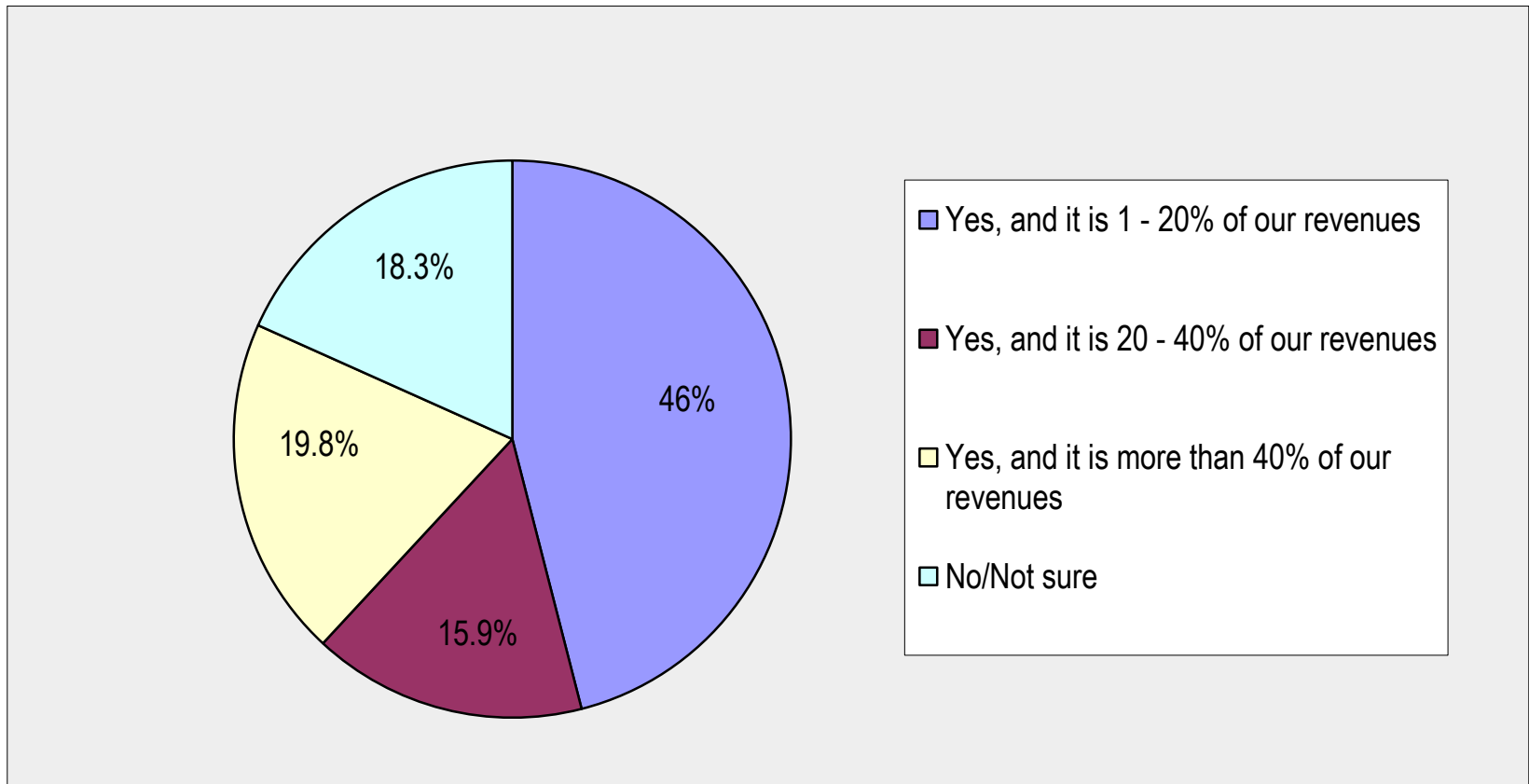
Allows you to judge the relative size of your organization against your colleagues.



Contract/Customized/Corporate Training

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.



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?

| Software used for Continuing Education management | Number of Responses | Average Score: Fit for Program 1= Poor Fit 5 = Great Fit | Average Score: Service and Support 1= Very Dissatisfied 5 = Very Satisfied | Average Score: Total (out of 10 possible) |
|---|---------------------|--|--|---|
| Augusoft Lumens [®] | 23 | 4.2 | 4.3 | 8.5 |
| AceWare [®] | 9 | 3.5 | 4.0 | 7.5 |
| Jenzabar [®] | 4 | 3.5 | 3.7 | 7.2 |
| Destiny [®] | 3 | 4.0 | 3.0 | 7.0 |
| Xenagrade [®] | 6 | 3.4 | 2.7 | 6.1 |
| Ellucian Elevate ^{®**} | 8 | 2.5 | 3.0 | 5.5 |
| Ellucian Banner [®] | 47 | 2.5 | 3.0 | 5.5 |
| Ellucian Colleague [®] | 29 | 2.0 | 2.5 | 4.5 |
| Oracle PeopleSoft [®] | 8 | 2.3 | 2.0 | 4.3 |
| rSchool [®] | 4 | 1.5 | 2.0 | 3.5 |
| Other* | 35 | 2.7 | 3.0 | 5.7 |

* 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

Key Challenges – Qualitative Responses

What key challenges does your program face?

- If using non-continuing education-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 continuing education 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 continuing education technology solution –

[Information Request](#)