

## **Accu-Track Training** **August 10<sup>th</sup> – 11<sup>th</sup>, 2005**

Kim Toby and I attended the Accu-Track training at Chapman University in Orange County, CA. Mon Nasser, the software designer and company owner, was the presenter for the two day training session. Accu-Track is software purchased by Title III funds and is installed in the STAR Center on Somerset North Campus. This software was primarily purchased to track student use and activity in the center for grant reporting purposes.

The training session was a great learning experience. Each attendee was given access to an example database and had full access to all of Accu-Track's features. At this point, I realized that there were several features that existed which could benefit the STAR Center, if we gained access as an all access user through our IT department. For example, there is a web module that we had additionally purchased for a cost of \$490.00 that we currently do not use. This feature would allow students to set up appointments via web. Tutors' schedules could be viewed, appointments and available appointment times viewed, and cancellations and no-shows could be tracked. Also, tutors could keep notes and logs on each student session.

I learned that multiple centers can share Accu-track and Mr. Nasser advised that this could be done by setting up different databases for each lab each semester. This is important because if one loses information it's only in the current database one is using. The additional benefit of this is that each center could only access its own information for reporting purposes. Also, one can customize many features such as one's sign-in message, services offered, and tutors available for one's own center rather than sharing these. Eventually, if all centers are sharing the same database year after year, the database will contain so much information that it will have to filter through for reporting purposes. Again, this can be simplified by beginning each semester with a new database.

Another important feature that we could implement is the student surveys. Accu-Track has a component that requires students, upon sign-out, to answer up to 10 survey questions. The questions are identified and assigned however one determines the need to be for reporting purposes. The questions can be assigned to random sign-outs, students that have registered for certain activities, or to all students. I think this would benefit the center for planning purposes to determine what we need to improve on in the upcoming year.

A feature that I began using before the training was the media option. With this option, one tracks all media purchased by assigning an id. One can check-out media to students using their student id number and track non-returned items by generating reports. However, with sharing the same database with multiple centers, the downfall is one must share this feature. All media is maintained and all centers access the media list which shows the entire database's media rather than just the individual center's list. Again, this can be simplified and corrected by each center having their own database.

One thing that I would like to see implemented is the card reader. The card reader itself is rather inexpensive. Cards could be issued to students coming into the center and using

our services, as they do in the Library. The sign-in process would be much quicker and less hassle especially for large class sign-ins.

Another option available for use is the sign-in feature for faculty consultants. Faculty consultants pledge to volunteer a minimum of 20 hours per their proposal. At this point we do not track the hours that they volunteer. However, we could certainly incorporate that into Accu-Track.

The Accu-track training was very informative as to what this software can do for the STAR Center at Somerset Campus North and Laurel Campus North. It also offers features that can help in year-end reporting for the Title III grant if we choose to utilize its potential. I ask that we strongly consider the features that I mentioned above for implementation at Somerset Community College.

Respectfully submitted:  
Tammy Woodall