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Academic Center Administration Software

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Quick Start Manual for AccuTrack/AccuSQL 2019

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ABOUT ACCUTRACK/ACCUSQL

AccuTrack/AccuSQL is database software specially developed for academic success centers, tutoring centers and learning labs. The first version of this software was released in 1998. Since then we have been continuously adding features and enhancements based on feedback and requests from thousands of users. As a result, AccuTrack/AccuSQL is comprehensive software with numerous uses. Here are the just some of the functions you can perform with AccuTrack/AccuSQL:

Track students' visits

- Track usage of services

- Track staff's work-hours

- Calculate staff's Pay

- Manage appointments

- Manage the intake process of students when they visit your center

- Automatically send student visit reports to instructors

- Schedule any other reports automatically send to a recipient list or shared folder

- Track loaned materials

- Collect feedback on services

- Collect staff ratings

- Analyze traffic patterns

- Query visitors' demographics

- Create student and tutor groups for report filtering and messaging

- Conduct Program Assessment

- Send messages to students and staff via AccuTrack/AccuSQL, email and/or SMS

- Check which students and staff members are signed in

- Track student athletes and their required hours

- Manage registration for seminars or workshops

- Record interactions with students

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- Keep a session's log and tutor session questionnaire

- Track grants utilization

- Track tutoring requests and assignments

- Create your own queries with Query Generator

- Run over 84 flexible reports and charts

- Generate custom reports

- And lots more!

Because of its wide variety of features and flexibility, AccuTrack/AccuSQL is used in many different types of centers such as tutoring, advising, writing labs, computer labs, financial aid offices, etc. As you will discover, there are many options you can configure to make the software suit your particular center's needs.

HOW TO MASTER ACCUTRACK/ACCUSQL

As you may have gathered, AccuTrack/AccuSQL offers a lot of functionality. We provide you with several ways to learn the software. You can choose the method for mastering the software based on your learning style and circumstances, including;

1) **User's Manuals:** These include the *Quick Start* manual (this manual), the *Reference Manual*, and the *What's New* manual. Use this manual for a quick description of the main modules of the software. Use the Reference Manual for detailed description of each screen in the application. Use the *What's New* manual for new features of each version.
2) **The AccuTrack/AccuSQL Training Webinars:** Each webinar focuses on certain features of the software and is about one hour long. To view recorded Webinars, please visit http://www.youtube.com/engineerica
3) **The AccuTrack/AccuSQL Training Videos:** You can now view a video of the recorded Webinars on http://www.youtube.com/user/engineerica
4) **The Orlando Training Classes:** The two-day class is offered 3-4 times a year. The class covers all aspects of using AccuTrack/AccuSQL from beginner to advanced topics. Check the Engineerica website for the next class dates.
5) **The AccuTrack/AccuSQL Online Training:** There are 6 training sessions to choose from. You can order a training session at a time you specify. Sessions run from 2 to 3 hours long. Please visit http://www.AccuTrack/AccuSQL.org/support/online_training.htm for more information.
6) **On-site Training:** During the one-day training session you will learn how to use the software and will get the opportunity to consult with the trainer on how to best use the software at your center.

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7) **AccuTrack/AccuSQL Knowledge Base:** Step-by-step instructions, screenshots, and troubleshooting answers to the most frequent FAQs. Visit the Knowledge Base

✍ **Note:** To help you learn the software, AccuTrack/AccuSQL ships with three databases: A blank database, a sample tutoring database and a sample advising database. Use the blank database when you are ready to use the software for real tracking. Use the sample databases to see an example of how the software can be set up, sample reports, etc. The sample databases contain pre-populated data that you can use to familiarize yourself with how the software works. To switch between the databases, use the *Database Location* screen in the *Database* menu.

✍ **Note:** If you are over-whelmed by the various functions AccuTrack/AccuSQL provides, start with the most important feature to you. As you get more comfortable with the software, extend your usage to other features. For example, start by only using the student sign-in module. When you feel comfortable, add the category and activity selection module, tutor selection module, appointments create on and tracking module, and so on.

WHAT IS THE DIFFERENCE BETWEEN ACCUTRACK AND ACCUSQL?

AccuTrack and AccuSQL are identical from a user's perspective. The only difference is in the backend database they use. While the examples in this document use AccuSQL 2019 screens, the same functionality is available in AccuTrack as well. Actually if you run AccuSQL in "Native" mode you are accessing the data exactly how AccuTrack would.

HOW TO USE THIS MANUAL

The purpose of this manual is to give you a quick introduction to AccuTrack/AccuSQL and to get you familiar with its main features. This manual does not cover all the details of the software, but rather shows the big picture and how the various parts fit together.

To get the maximum benefit, you should launch AccuTrack/AccuSQL and follow the manual on your computer. If there are examples, type them in to yourself to see how the software works. Also feel free to explore other screens and functions on your own to see what they do. If you want to learn more about a certain screen, look it up in the Reference manual.

This manual is divided into sections corresponding to the functionality offered. You can go directly to the section that interests you, or you can read all the sections to get a feel of what the software can do. Here is a list of those sections:

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Software Installation	12

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After familiarizing yourself with AccuTrack/AccuSQL through this manual, refer to the AccuTrack/AccuSQL *Reference Manual* for detailed descriptions of each screen and for instructions on modules not covered here.

SETTING UP ACCUTRACK/ACCUSQL

OPERATING SYSTEM

You can run AccuTrack/AccuSQL with any version of Windows, XP and beyond.

HARDWARE REQUIREMENTS

AccuTrack/AccuSQL has minimum hardware requirements and can run on almost any computer with Windows XP or later. For optimal performance, we **recommend at least** this configuration:

- 1 GHz or faster processor.
- 512 MB of RAM or more.
- 120 MB of free hard drive space.
- SVGA Video Card with a screen area of at least 1024*768.
- 17" monitor.
- A printer for printing out reports. You can use a local or a network printer.

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- CD-Rom Drive or USB Flash Drive for installing the software.

- Keyboard and mouse.

- Microsoft Excel (needed for charting and for some high-level administrative reports).

- (Optional) A network card and connection to access the data remotely.

- (Optional) An ID reader. We provide readers that were tested with the AccuTrack/AccuSQL software.

INSTALLATION

(1) If you have the installation USB Key

1. Insert the Engineerica USB key.
   Note: Your key may differ slightly from the picture shown below).
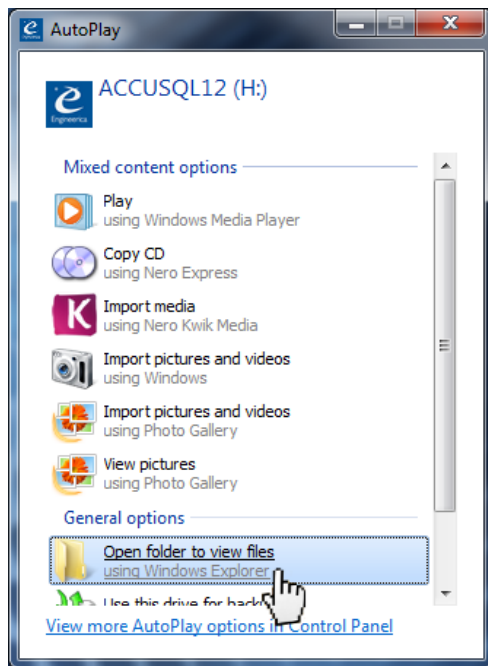
2. Click on the option to "Open folder to view files"

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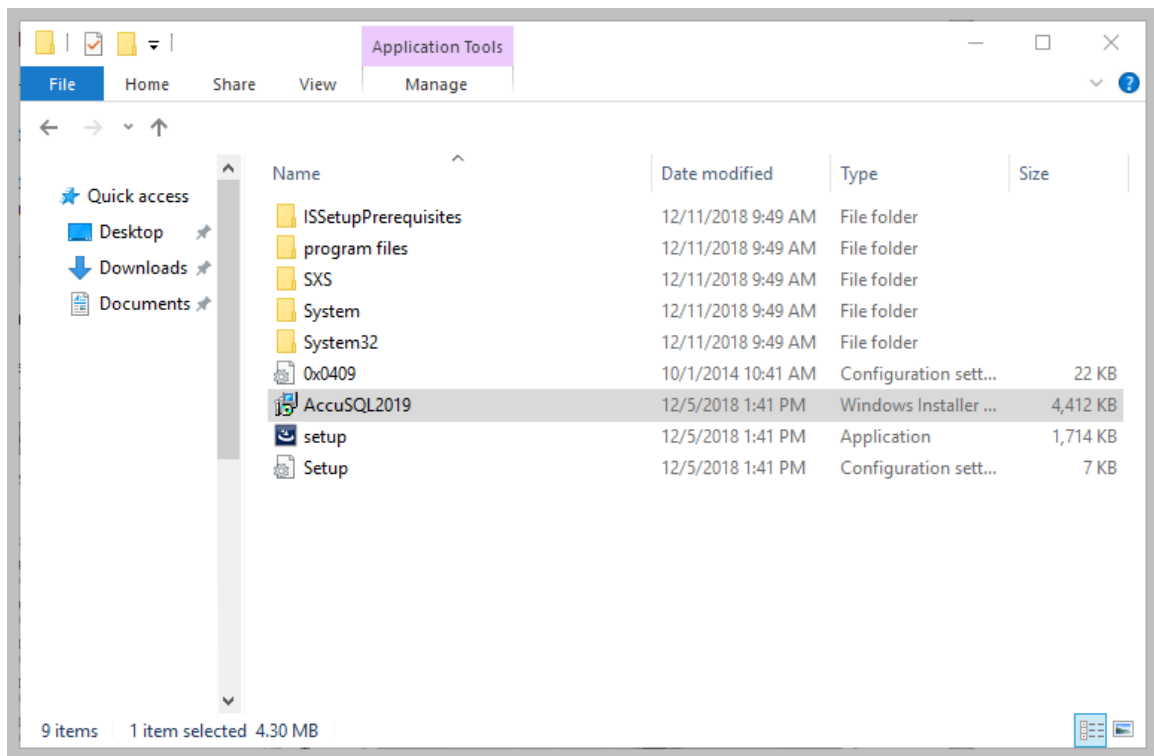
3. Run the Installer AccuSQL.exe or AccuTrack.exe file, depending on which version of the software you own, by double clicking on it.
4. Click on the Install button

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5. Click on the AccuSQL 2019 Install tab
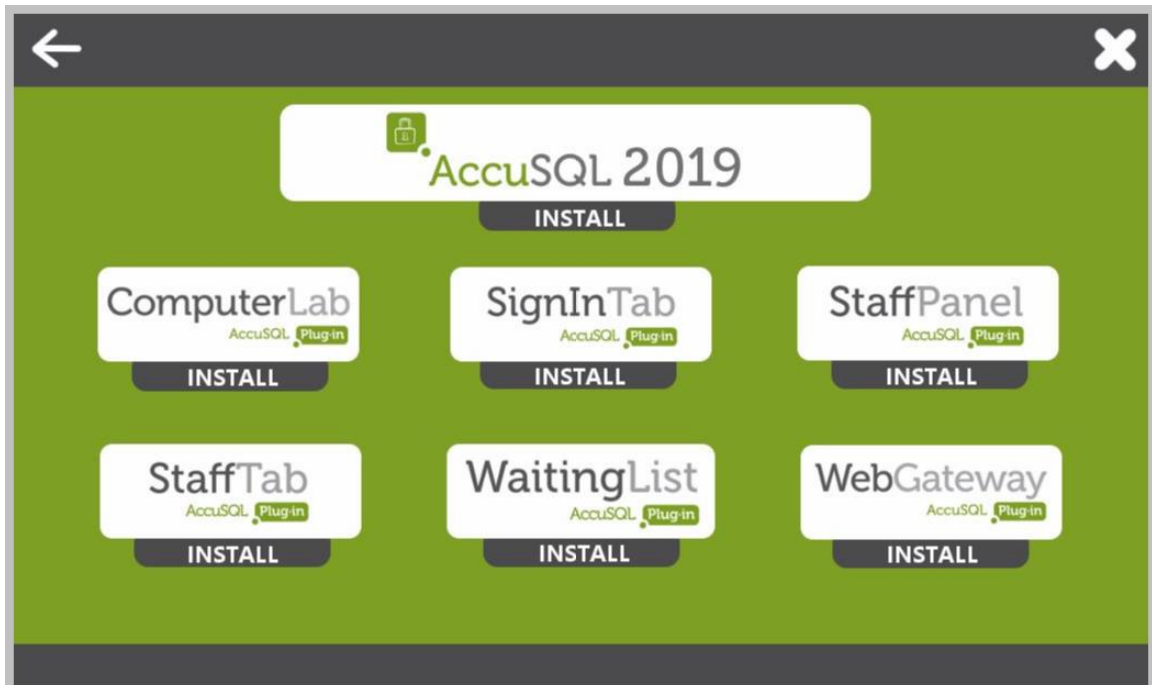
NOTE: If you did not purchase the add-on products, click to learn more about them.

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(2) If you downloaded the software from our web site

Unzip the downloaded file to a folder then run the file "**setup.exe**" file and follow the on-screen instructions for installing the software.

LAUNCHING ACCUTRACK/ACCUSQL

After installation, you can launch AccuTrack/AccuSQL 2019 by double clicking on the AccuTrack or AccuSQL 2019 shortcut on your desktop:

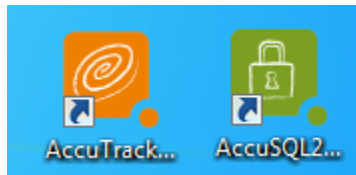You can also click on the Windows "Start" button and point to *All Programs*, then point to the AccuTrack 2019 or AccuSQL 2019 folder and click on "AccuTrack2019.exe" or "AccuSQL2019.exe" to launch the software.

UNINSTALLING ACCUTRACK/ACCUSQL

To uninstall AccuTrack/AccuSQL from your computer, launch the Windows Control Panel and click on "Programs and Features" icon. Select AccuTrack 2019 or AccuSQL 2019 from the list and click on "Uninstall".

USING THE DATA ON A NETWORK WITH ACCUTRACK

There are two ways you can use AccuTrack:

1) With data on the local computer. This is the default installation option (by default AccuTrack opens the Tutoring Sample database on its local drive). This would be changed to the AccuData blank database when you are ready to start setting up your own center.

2) With the data on a shared folder on another computer. Use this option if you want to share the data files. This is useful if you want to administer the software or print reports from another computer. Also useful if you are running the software on more than one sign-in station and you want to share the data.

To share the data, you need to select one computer (the host computer/server) for storing the data files and then point all other computers to use the data files on this computer. Of course for this to work, the computers must be connected via a computer network (LAN or WAN). Also the shared folder on the host computer the shared files and folder under that share must have read/write access for the users that will be accessing the database.

Here is how to set up AccuTrack with shared data access:

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1. Install the software on the local computer using the "Typical" installation option.

2. After installation check the AccuTrack folder (e.g. "C:\Program Files (x86)\Accu2019". You will see two folders called "AccuData" and "DataDic". **Copy** these two folders from the local computer to a folder on a shared drive (e.g. H:\shared\AccuShared). Make sure the files and folders under the "AccuShared" folder have the proper read/write permissions for the users that will be accessing the data. Optionally, if you do not want to map a network drive, you can use a unc path to the AccuData folder (\\SERVERNAME\ACCUSHARED\AccuData)

3. Launch AccuTrack, login with the default user id of 111111111 and password of NEW then go to the System Administration area. Click on the Database node and then on "Database Location". Click on "Select Path" and use the browse window to select the data folder on the shared drive (e.g. H:\shared\AccuShared\AccuData) or unc path (\\SERVERNAME\ACCUSHARED\AccuData). Click on "Save" to save the path and then click on "OK"

4. Exit AccuTrack and restart it. The software is now using the data on the shared folder

5. Point other installations of AccuTrack to the shared data folder by repeating steps 3 and 4 above

AccuTrack/AccuSQL will record the path to the data folder and will not ask about it again as long as it can find its data files there.

USING THE DATA ON SQL SERVER WITH ACCUSQL

There are 2 steps you need to perform before using AccuSQL:

1) Create a blank database in SQL Server or else transfer an AccuTrack/AccuSQL native database to SQL Server.

2) Change the database location to point to the new database on the SQL Server.

Here is how to transfer a native database to SQL Server:

1. Open AccuSQL and login as a root administrator (111111111 and pw NEW).

2. In the right side of the screen, click Database.

3. Click Create Blank SQL DB to create a blank database. If you want to transfer a database (such as the Tutoring Sample or Advising

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Sample, click Transfer DB to SQL and in the Native path to
transfer click Select Path and pick either
sampledatabases\Advising_Sample or
sampledatabases\Tutoring_Sample.

4. In the SQL server connection info (SQL server admin role account)
   area, enter the SQL Server name, authentication mode (SQL server
   authentication recommended) and the "sa" username and password.
   In the Database field, type the name for the database you are
   creating. The Owner field is optional, but typically would be
   dbo.

5. Now press the Test Connection button. If all is well, you will
   get a "Test connection succeeded" message. If not, you will get
   an error message. Verify all the information is correct and
   retest until you get a success message. **Tip:** If you are getting
   an oleIDispatch, provider cannot be found error, you need to
   install the SQL Server native client driver. It is in the
   AccuSQL2019\sql_drivers folder where you installed AccuSQL 2019.
   Make sure you install the 32-bit version (sqlncli.msi) or the 64-
   bit version, depending on your operating system.

6. Press the Create Blank Database button if you are creating a
   blank database or Transfer data if you are transferring a sample
   database. You will get a "Transferring data to SQL Server"
   message and AccuSQL will initiate the database creation in SQL
   Server.

7. After the process completes, press Close Form in the Transfer
   database to SQL server window.

Here is how to connect AccuSQL to SQL Server:

1. Now access the Database ->> Database Location screen and click
   the SQL Server radio button and click the Next button.

2. You should not need to change anything in the Application Share
   Path area. In the SQL server connection info area, enter your
   server name, authentication mode (SQL server authentication
   recommended), and your "sa" username and password. In the
   Database drop-down menu, select the database you just created.

3. Now press the Test Connection button. If all is well, you will
   get a "Test connection succeeded" message. If not, you will get
   an error message. Verify all the information is correct and
   retest until you get a success message.

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4. Press the Save button and then press Close. Now press the main
   Exit AccuSQL button to close the application.

5. When you reopen AccuSQL, you will be connected to the SQL Server
   database. Congratulations!

AccuTrack/AccuSQL will record the path to the data folder and will not ask about it again as long as it can find its data files there.

SOME TERMS

Before we start exploring AccuTrack/AccuSQL, we need to define some of the terms we use in this manual.

Activity: The services you offer at your center. For example, these can be the classes you tutor, the advising services you offer, or the counseling services you provide to students.

Staff Task: The activities tutor/staff/advisor performs when they sign-in.

Administrator: The person who performs setup and maintenance tasks in AccuTrack/AccuSQL. You can have as many administrators as you like and you can assign them customized access rights to the system using access groups.

Category: A group of related activities. For example, if you are using Classes for activities, the Categories can be the subject areas (e.g. Math, English, etc.)

Inactive: Items that exist in the database but are no longer used. For example, if a tutor quits, you can make his/her record inactive so that it no longer appears in the appointments screen. The record is not deleted because it might be needed for historical reports.

Instructors: If you use classes as your activities, you can also enter the instructors (professors) who teach these classes. This will help the student identify the appropriate class and will enable you to automatically generate Instructor's reports.

Staff: Your employees (e.g. tutors). If you like, AccuTrack/AccuSQL can track the work-hours of your staff members and their activities. The staff data is kept separate from the student's data.

Student: Also referred to as visitor – the person who visits your center to use your services.

AccuBuzz: When a user signs in and selects an advisor or tutor, the AccuBuzz software will check to see if the advisor/tutor is selected for notification. If so, it will pop up a balloon on the advisor/tutor's computer with sign-in notification. At any time the advisor/tutor can click on the AccuBuzz icon and select "Show today's sign-ins" to review all the sign-ins to date.

Web Gateway: The module that enables appointment scheduling and seminar registrations via a Web browser.

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Computer Lab Plug-in: It allows students to sign in and out of AccuTrack/AccuSQL from any computer in the lab. In essence, each lab computer becomes its own sign in station! This makes the sign-in process more convenient and ensures students sign in and unlock the lab computer before using it.

> ✍ **Note:** This manual uses terms like *staff member* or *tutor*. However, you can substitute whatever terms that suit your center's terminology. For example, if you have an advising center, think 'advisor' each time you see 'tutor' or 'staff member'. Also, AccuTrack/AccuSQL allows you to change the terms used in the software itself to your liking as explained below.

STUDENT SIGN-INS

WHAT IS IT?

This feature allows you to track students' visits to your center and gives you information on both the attendance and usage of services. You can use this information to meet your grants reporting requirements, generate reports for upper-level administration, or to improve services. If you are using sign-in sheets to do this tracking, you will be amazed how much easier this process will become with AccuTrack/AccuSQL.

HOW IT WORKS

To use AccuTrack/AccuSQL for tracking sign-ins, simply install the software on a dedicated computer in your center's reception area and require your students to sign in and out. To sign in, students type in their ID number and press <Enter>. Students can also simply swipe their ID card in the ID card reader purchased from us. If this is a new ID, AccuTrack/AccuSQL will ask for some information such as student's name and contact info if you allow new students, and will then display the Activities (i.e. services) screen.

Note: You can setup AccuTrack/AccuSQL to either allow new students to enter themselves in the system, or to not allow new students to enter themselves. You can also choose to allow new students, but password protect the new student screen. These options are setup in the Users >> Setup >> New Student Options screen.

If the ID number exists in the database, AccuTrack/AccuSQL will display the Activities screen directly and will even highlight the activity the student selected during his or her last visit. To complete the sign in, the student selects one of the activities and clicks on "Continue". Depending how the software is configured, AccuTrack/AccuSQL will either show a staff selection screen, or it might simply sign the student in at this point.

To sign out, the student simply his or her ID number again.

Note: The student sign-in screen is by default is full size and does not have maximize, minimize, restore, or exit button. Since AccuTrack/AccuSQL is designed to run on a dedicated sign-in computer, these controls are removed from the student screens. You can run the screen in sign

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in "kiosk" mode for the sign in stations, but you can also run in "normal" mode on the admin computers, or the computers that will be using AccuTrack/AccuSQL for reports. "Kiosk" or "Normal" mode can be set on a per computer basis in the Sign-in Setup >> Setup >> Welcome Screen Options screen.

☑ Run in Kiosk mode (Applies to this station)

Before using the software for tracking sign-ins and services, you will need to set it up with your center's activities. Another section in this manual explains how to do this. This section takes you through a sample student sign in using some sample data. This data is available for you to try your own sign-ins using the Tutoring Sample database that opens automatically the first time you launch the software. Ultimately, of course, you will want to use a blank database and then build AccuTrack/AccuSQL to suit your particular needs.

SIGNING IN

To sign in, the students simply enter their ID number. The default ID format is a 9-digit number. You can change this to a different format if needed (see the System >> Setup >> ID Settings Option screen). As an example, we'll assume a new student (not in the database) called "Nick Ober" is coming in for help in Biology 1. He has an ID of 444444445. We also have setup AccuTrack/AccuSQL to allow new students to enter themselves in the system in the Users >> Setup >> New Student Options screen. When Nick walks in, he sees the sign-in screen, which looks something like this:

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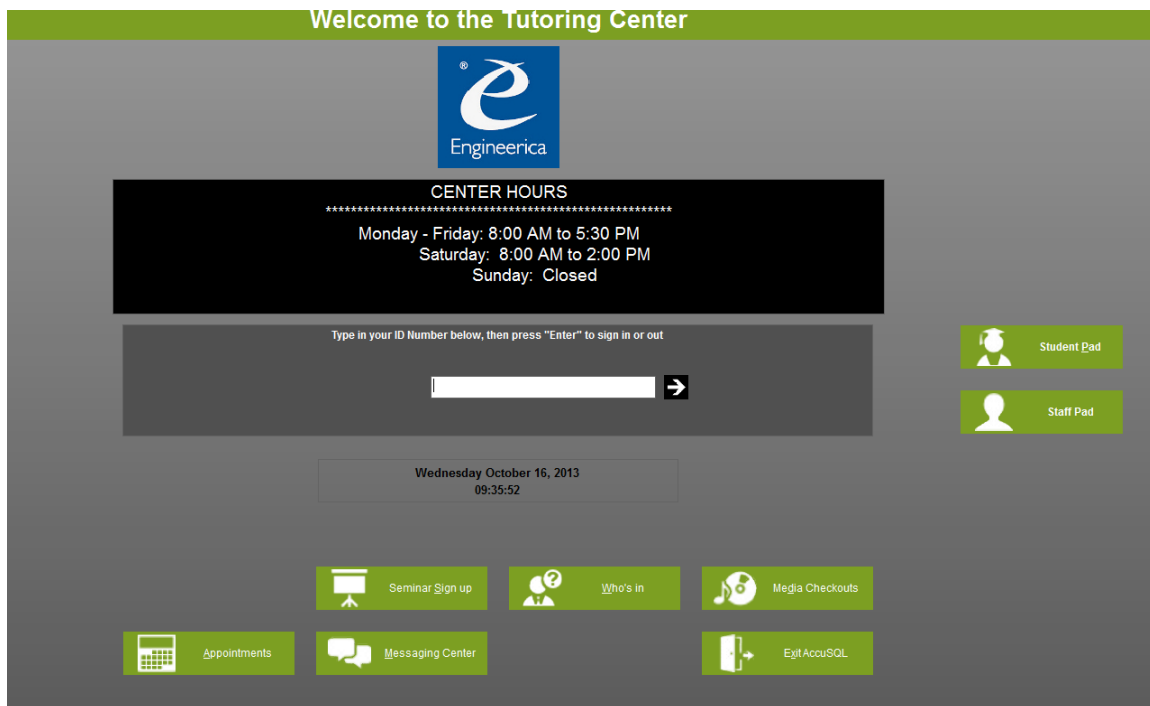
To sign in, Nick would enter his ID number in the **ID Entry box.** Assuming his ID number is "444444445", here is how he would sign in:

1. Type "444444445" in the ID entry box

2. Hit the <Enter> key on the keyboard

He would see the New Student screen, which looks like this:

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This screen collects student's name, contact, and some profile (demographics) data. **It will only appear to visitors during their FIRST sign-in session**. Notice the ID is displayed at the top of the screen.

The student would now use the mouse to move between the fields or hit the <Tab> key and fill-in the required info:

In the *first name* box, type "Nick"

In the *last name* box, type "Ober"

In the e-mail box, type "nickober@mycollege.edu"

In the *Phone* field, type "555-123-4567"

In the *Address* field, type "678 Main St."

In the *City* field, type "Orlando"

In the *State* field, type "FL"

In the *Zip* field, type "32234"

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If there are multiple-choice questions, answer them by clicking on the answers in the drop-down list box.

Note that fields with red dots mean answers are required. You can customize which fields are required or not in Setting up Profile Questions section.

After answering all the questions, click on "Continue" to continue with the sign-in. This will bring up the Activities screen, which will be similar to this.

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The activities are grouped in categories. To select an activity, first select its category in the upper left box and then select the activity in the lower left box. For example:

Click on "Course Tutoring" in the upper left box

Click on "Anatomy & Phys 1 - BIOL" in the lower left box
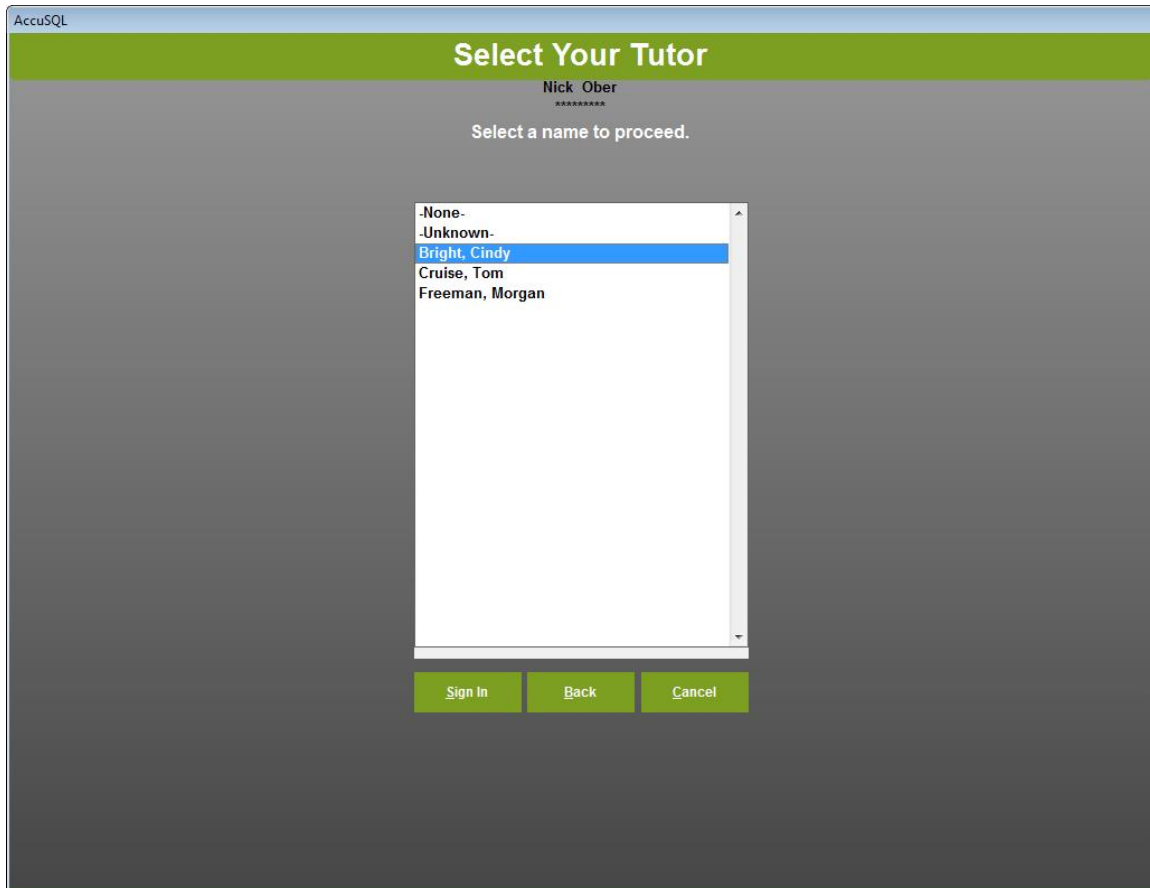
(Optional) Click on "Required Hours" in the upper right Service Type box

(Optional) Click on "Hollan, Wendy" in the lower right Instructor box

Click on "Continue" to complete the sign-in

Note: The above is just an example. You might have different categories and activities depending on how your version is set up. You may not even need to use activity selection. In that case, you would select not to show the Activity Selection screen in your AccuTrack/AccuSQL setup Options menu.

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Depending on the way your systems is configured, you will either see a screen that allows you to select the staff member you will be working with, or you will see a confirmation message. The staff members (tutors) the students would see are based on the tutors' activity assignments and also their schedules.

After the Nick is done with the selection process, he would then press the Sign In button and a message would appear indicating a successful sign-in. He would now have his tutoring session with Mr. Potter, then sign out when he is done. All of the information collected at sign in would then be available to view in a number of report formats.

Nick Ober signed in at 12/02/2014 04:18 PM

SIGNING OUT

To sign out, simply enter the ID again. For example, for Nick Ober to sign out, he would:

Type "444444445" in the ID box

Press the <Enter> key

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He would then see a confirmation message that shows the visits statistics like this one:

```
Nick Ober signed out at 12/02/2014 04:19 PM.
In for 00:01 hours.
                                      This Week    This Semester
                                    ============ =============
                   To               Visits  Time  Visits  Time
================================== ====== ====== ====== ======
Anatomy & Phys 1 [Course Tutoring]   1     1 min.   1    1 min.
---------------------------------- ------ ------ ------ ------
Center                               1     1 min.   1    1 min.
================================== ====== ====== ====== ======

Have a good day.
```

SIGNING IN AGAIN

To test how future sign-ins will go, enter Michael's ID number again:

1. Type "444444445" in the ID box

2. Press the <Enter> key

You will notice that AccuTrack/AccuSQL skips the New Student screen and goes directly to the Activities screen. The software even remembers the activity Nick selected during his last sign-in (e.g. Biology 1 - BIOL) and will select it automatically. He would now click on "Continue" to continue with the sign-in.

☞ **Note:** You can change the font size and display length of the confirmation message. You can also choose to show totals for the week and for the semester by going to System >> Setup >> Sign-out Options:

```
Sign-out Stats:
Sign-out statistics (yellow box) times out in   5 ⬍  seconds
    ☑ Show totals for the week
    ☑ Show totals for the semester
Sign-out statistics (yellow box) font size   12 ⬍
```

ACCESSING SYSTEM ADMINISTRATION

WHAT IS IT?

Containing the setup options, the system administration area allows you to configure AccuTrack/AccuSQL, check attendance and generate reports. Access to system administration is restricted to authorized users - called administrators. The administrators need to enter a special ID and a password to enter this area. AccuTrack/AccuSQL allows you to customize the access levels according to the user signing in using Access Groups.

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HOW TO ACCESS

Here is what to do to enter the System Administration area:

1. Type **"111111111"** in the ID box and hit <Enter>

2. Type **"NEW"** (all upper case) in the password box and press <Enter>

You will see the System Administration screen.
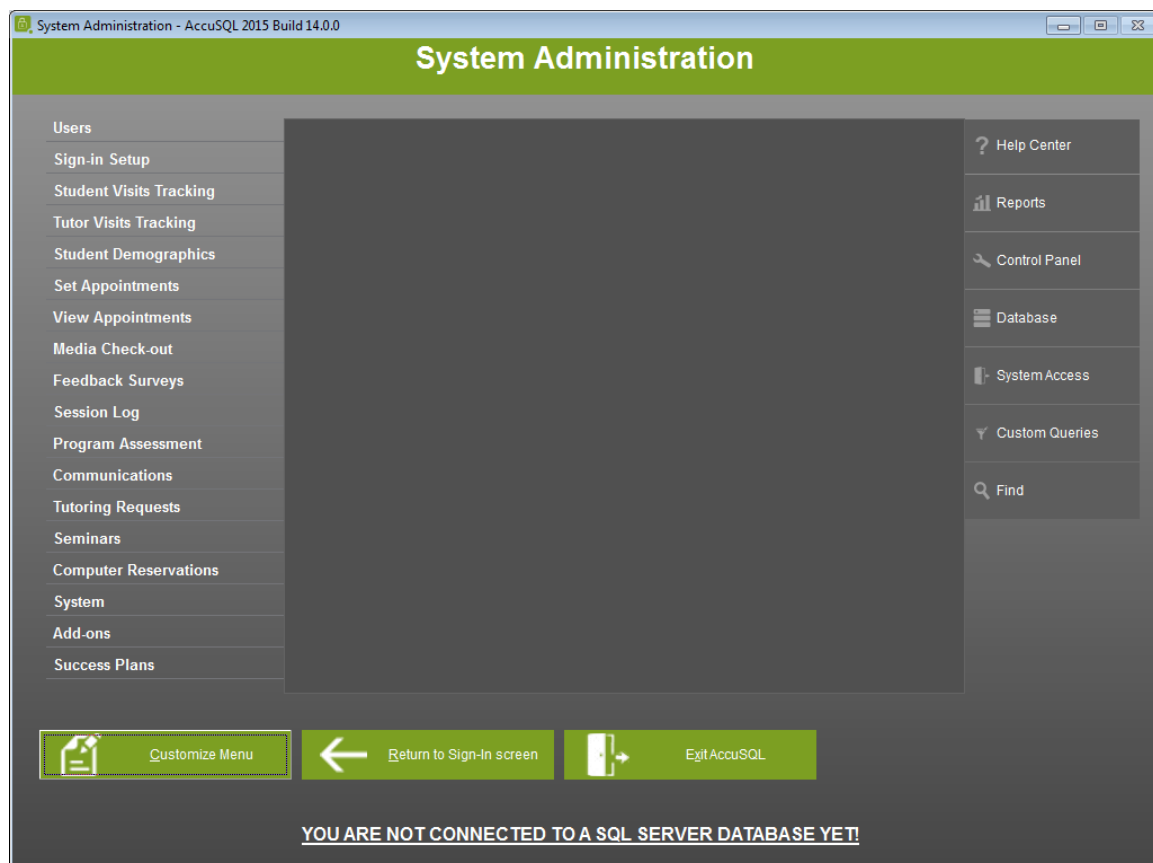
RETURNING TO THE SIGN IN SCREEN

To leave the **System Administration** screen and go back to the student **Sign-in** screen:

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Click on the "Return to Sign-In screen" button

EXITING ACCUTRACK/ACCUSQL

To quit AccuTrack/AccuSQL, click on the "Exit AccuTrack" or "Exit AccuSQL" button

SETTING UP THE SEMESTER DATES

WHAT IS IT?

Before using AccuTrack/AccuSQL, you need to set up your semester's dates. You can associate activities to a certain semester. AccuTrack/AccuSQL will only display activities assigned to the current semester when students sign in. Also, the semester dates appear in the reporting period selection box in the Reports screen.

HOW TO SET IT UP

From System Administration, click on System >> Semesters. You will see this screen:

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If your semester dates are not set up already (one that includes today), follow these steps:

1. Click on the "Add" button on the right

2. Enter the semester's description in the "Description" field

3. Select the semester's start date in the "Start" field

4. Select the semester's end date in the "End" field

5. Select the classes or activities you want to offer this semester by moving them from the "Not selected" to the "Selected" box

6. Click on "Save"

SETTING UP STUDENT ACTIVITIES

WHAT IS IT?

You can use AccuTrack/AccuSQL to track the usage of activities in your center. To do this, you need to enter the different activities you want to track with the software. When students sign in, AccuTrack/AccuSQL will ask them to select the activity they want to use. For example, if you

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have a tutoring center, the activities can be the **tutored classes** and other activities such as group-study, word processing, and watching class videotapes, or whatever services you offer.

AccuTrack/AccuSQL groups the activities into categories. This makes it easier for students to find them. It also makes it possible to report on the group of activities as a whole. For example, you can have a category called Math and enter all the tutored math classes under it. AccuTrack/AccuSQL gives you the flexibility to define the categories and activities to reflect the services you offer at your center. AccuTrack/AccuSQL now also supports Activity <>> Lab ID One-to-Many relationship. In other words, you can assign an activity to many different labs.

HOW TO SET IT UP

From System Administration, click on Sign-in Setup >> Categories & Activities:

<div align="center">

Categories & Activities

</div>

This will bring up the **Categories & Activities** screen:

Use this screen to set up your activities and services. You will see two list boxes:

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The list box on the left shows the available categories, while the list box on the right shows the activities under the selected category. Click on the different categories of the left to see the activities under it.

ENTERING A NEW CATEGORY

1. Click on the "Add" button on the left

2. Type the category's name in the entry box on the left side of the screen (under the Category list box). For example, type "Chemistry":

3. Click on "Save". *Chemistry* will appear in the Category list box

ENTERING NEW ACTIVITIES

1. Highlight the name of the category where you want to add the activity. In this case, select "Chemistry" by clicking on it

2. Click on "Add" in right side of the screen

3. In the Activities entry box on the right side of the screen, enter the activity. For example, type "Chemistry 1101" in the "Activity" box

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4. (Optional) Click on the "Activity ID" box and enter the class ID number (e.g. CRN)

5. (Optional) If the activity is a class, click on "Modify" button and select the instructor(s) of this class from the Instructor box

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6. Click on "Close" and "Save". The activity's name will now appear in the Activities list box

7. (Optional) If you would like to assign activities to specific labs, click on "Available in these specific labs" button and click on "Select labs" button\

   Select the lab(s) of this activity you want to assign. Click "Close Form"

   You should see the assigned labs in the box:

   Now click Save to save that class.

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Repeat the above procedure for adding other activities. When a student signs in next time, the student will see the activities in the "Activity" screen. Try to sign in with Michael Roberts ID number to check it out for yourself.

TRACKING SERVICE TYPES

WHAT IS IT?

In addition to tracking the use of activities, you can track the type of service used. For example, if you set up your tutored classes as your activities, the service type might be items like tutoring, mentoring, computer use, self-study, etc. AccuTrack/AccuSQL now also supports Service Type <>> Lab ID Many to Many relationship. In other words, you can assign a service type to many different labs.

ADDING SERVICE TYPE ITEMS

From the System Administration click on Sing-in Setup >> Service Type:

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This will bring up the Service Types screen. To add a new Service Type, simply click on Add, enter the item, and then click Save.

(Optional) If you would like to assign a Service to specific labs, highlight the Service. Click on "Available in these specific labs" and click on "Select labs" button.

Select the lab(s) of this Service you want to assign. Click "Close Form". You should see the assigned labs in the box.

Next you need to enable the display of the service type drop-down. Go to Sign-in Setup >> Setup >> Activity Screen Options:

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And make sure the "Show "Service Type" list box" is checked.

When students sign in, they will see the Service Type list box in the Activities screen:

SERVICE TYPE REPORT

(Available via Students Visits Tracking >> Reports)

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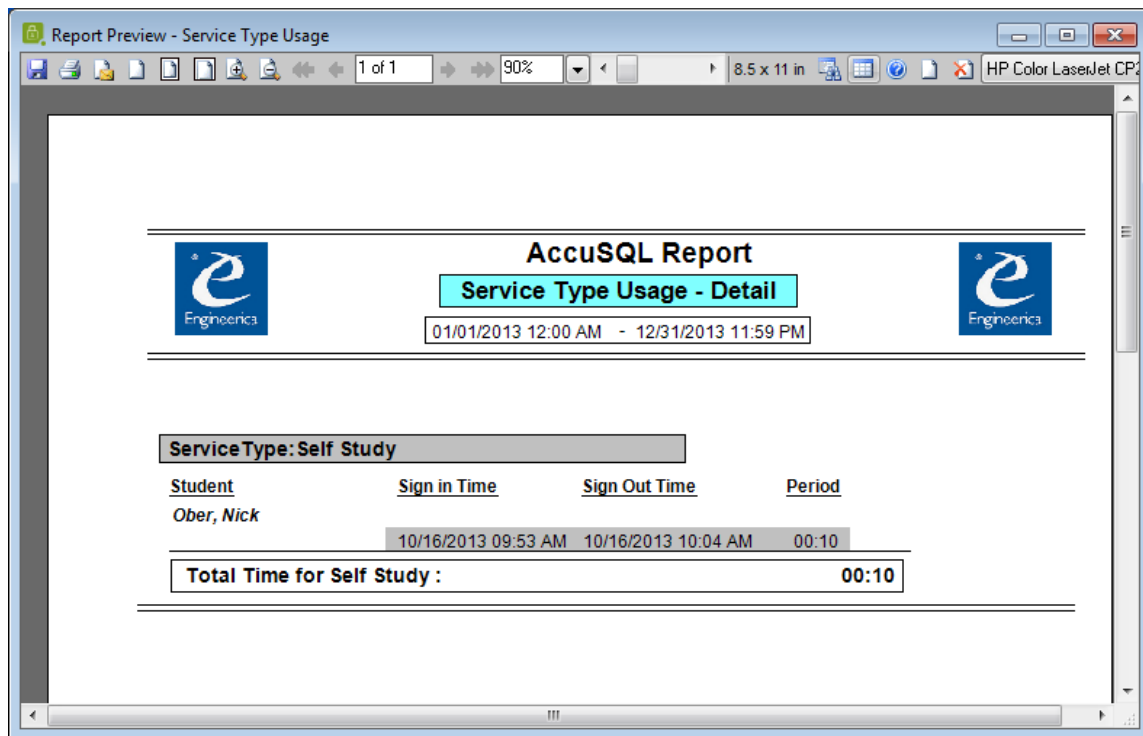
This report lists each service type. The report lists the sign-in time and sign-out time for each student who selected this service type. Note: There are three different Service Type reports. You can also choose to run the reports either in detailed or summary reports:

< Back to Table of Contents >
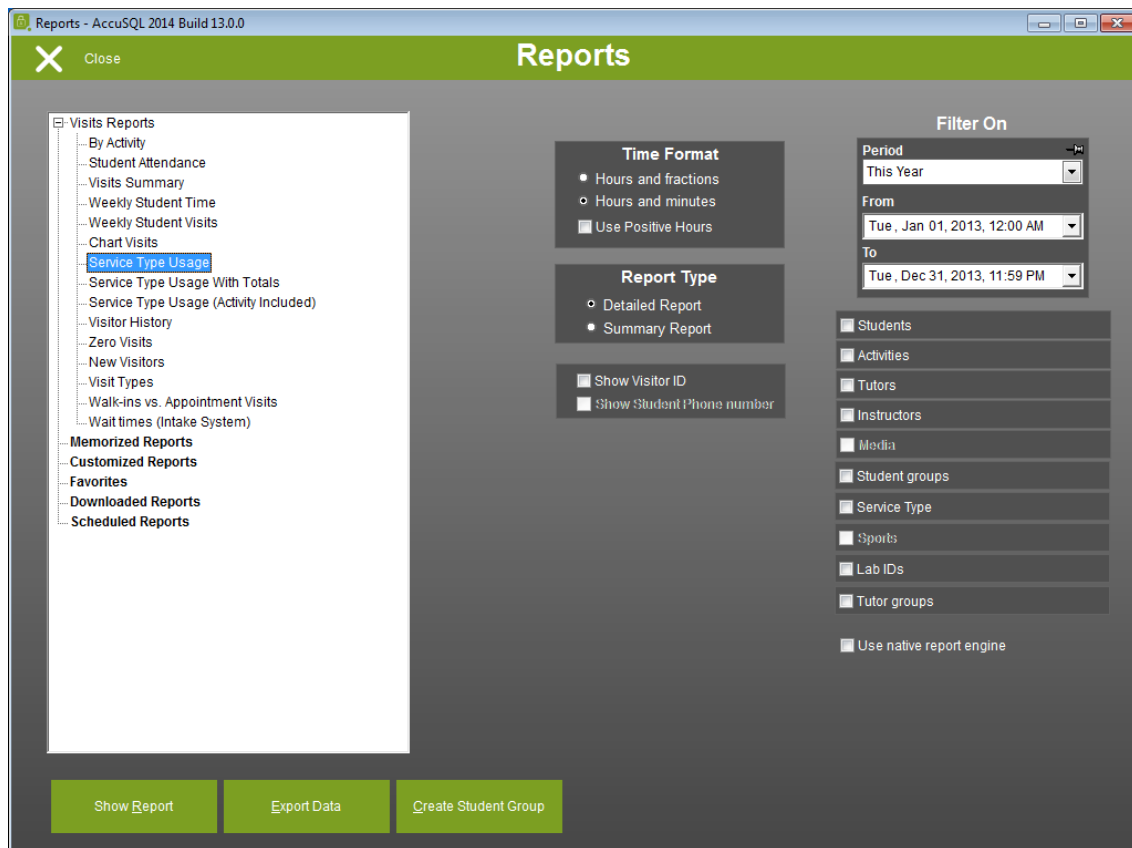
SIGNING STUDENTS OUT MANUALLY

WHAT IS IT?

This feature allows you to sign students out from the System Administration screen. This is useful if a user neglects to sign out, or if you need to sign everyone out quickly – at closing time for example.

HOW TO DO IT

In the System Administration screen, click on Student Visits Tracking >> Sign out:
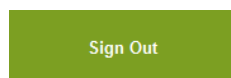
You will see the Sign Out Students screen:

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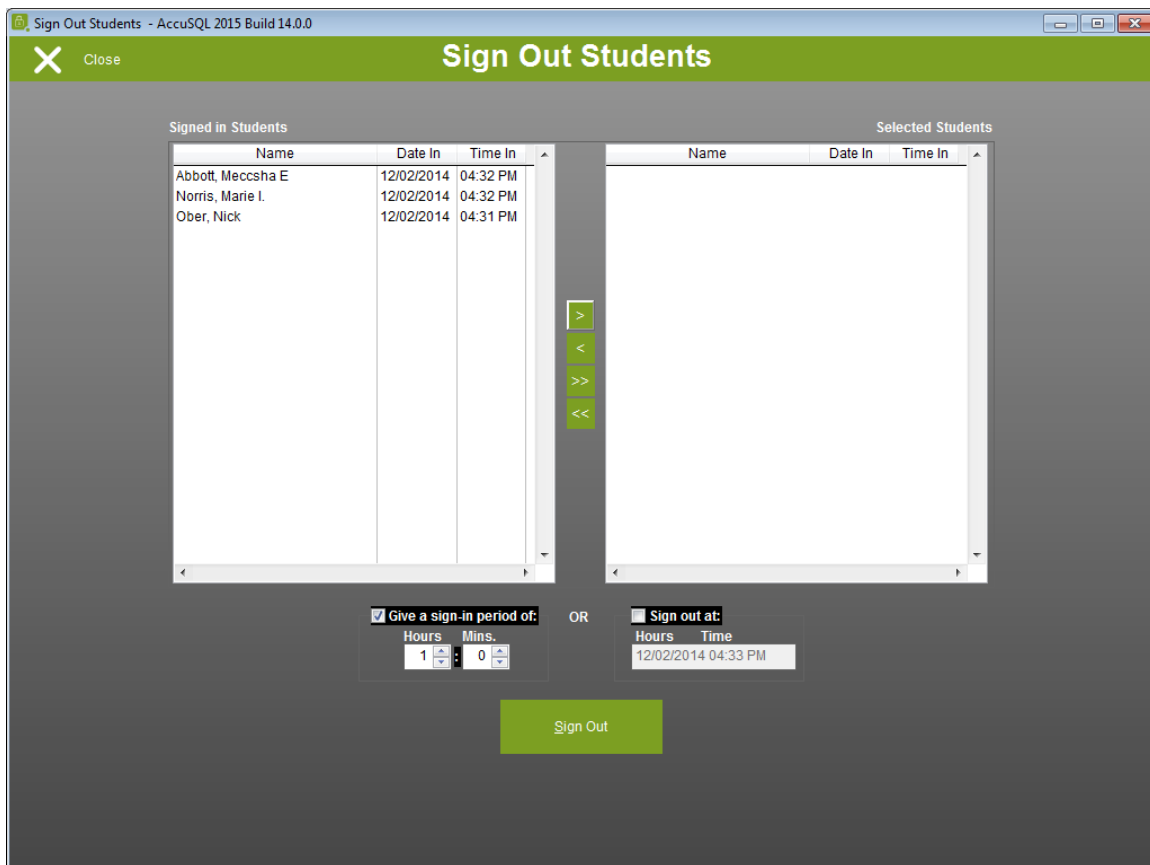
The list box on the left shows those students who are still signed in. Here is how to sign the student "Meccsha E Abbott" out:

1. Select the student from the "Signed in Students" list box on the left by double clicking on the name. The name will move to the "Selected Students" list box on the right.

2. Select the sign-in period to give this student using the spinner box. If 1.0 hour is fine, leave the box as it is. Optionally, you can click the Sign out at checkbox and specify the sign out time. This box will be populated with the current time by default.

3. Click the "Sign Out" button. AccuTrack/AccuSQL will sign the student out and will display a confirmation message.

DEALING WITH NO SIGN-OUTS

WHAT IS IT?

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As you can see, when students enter their ID the first time AccuTrack/AccuSQL will sign them in, and when they enter the ID number again, AccuTrack/AccuSQL will sign them out. This works fine as long as students remember to sign out, but what happens if they don't? For example, if a student signs in at 8:00 on Monday and does not sign out, then he comes in on Wednesday at 8:00 and enters his ID to sign in. Since the student is already signed in, AccuTrack/AccuSQL will sign the student out. The sign-in period will be calculated as 48 hours! Of course cases like this will skew the sign-in data. Luckily AccuTrack/AccuSQL has built-in measures to deals with the above scenario.

HOW TO DEAL WITH IT

Here is how AccuTrack/AccuSQL solves the problem of students who do not sign out:

- **Automatic sign-out of students:** You can setup AccuTrack/AccuSQL to automatically sign students out once their maximum sign-in period is exceeded. The sign out are scheduled via the AccuTrack/AccuSQL *Scheduled Tasks* screen (System Administration –> Options –> General >> Scheduled Tasks)

- **Auto sign-out at shutdown:** You can set up AccuTrack/AccuSQL to sign everyone out at shutdown. For example, when you close the center and shutdown AccuTrack/AccuSQL, the software can sign out anyone who is still signed in.

- **Administrator sign-out:** Administrators can sign students out manually. For example, before closing the center the administrator can go to system administration, click on Edit Sign-in Logs >> Student >> Sign out to sign everyone out. This process was described in the section above.

- **Edit Logs:** AccuTrack/AccuSQL allows you edit sign-in logs, so if you discover that a student was assigned the wrong sign-out time or period, you can edit the sign-in record and correct it.

- **Maximum Sign-in period:** Now you can decide what to do when students exceed the maximum sign-in limit:

  o Sign them out with X hours, where X is the number of hours you pre-set

  o Ask them how long they stayed at the next visit.

  o Lock them out and only allow admin to sign him/her in.

To set the maximum sign-in period, click on System >> Setup >> Sign-out Options. This will bring up the Options screen.

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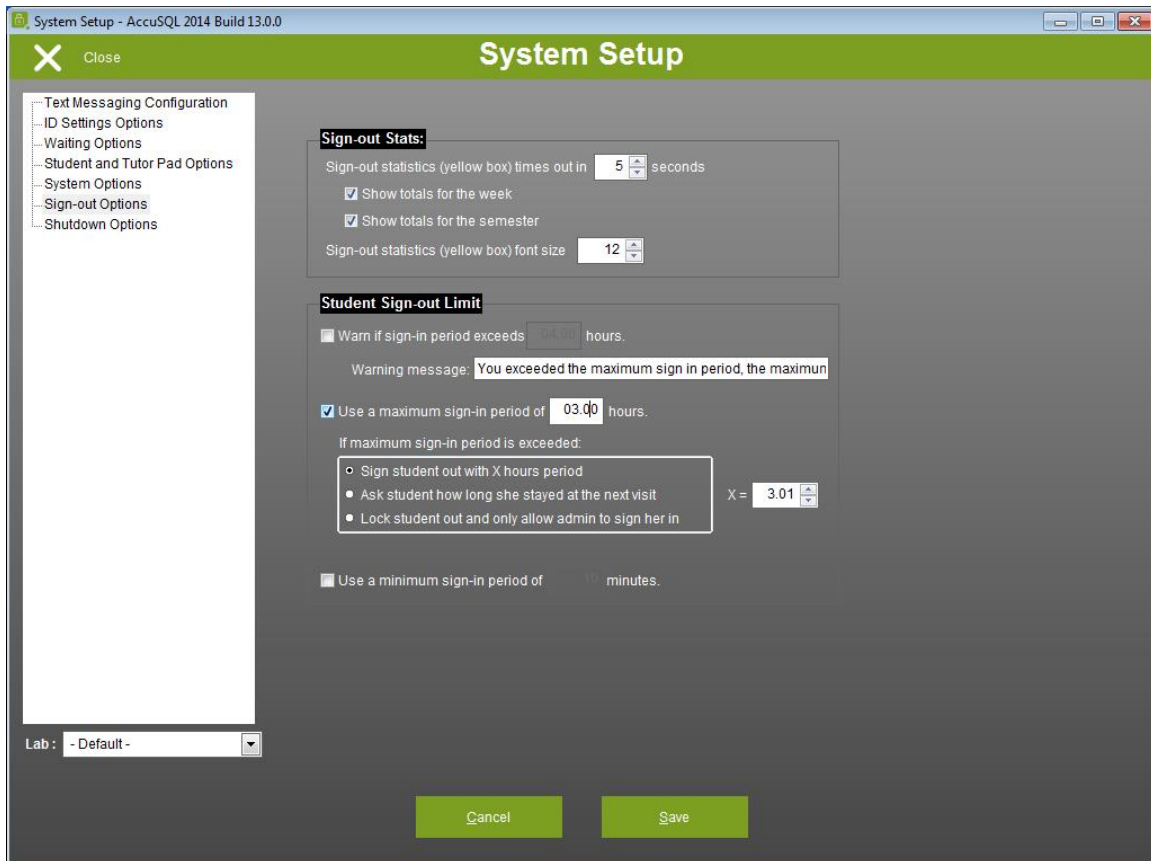
This option shows the maximum sign-in period AccuTrack/AccuSQL will allow for sign-in sessions. To change this value, simply click on it and type the new value.

You can also issue a warning message to students that did not sign out by entering a value in this box:

You can even change the warning message by entering it in the box:

Remember to click on "Save" whenever you make changes in the Options screen.

Important: The auto-sign out and other scheduled tasks are controlled by a Windows Service called AccuTaskRunner. This service must be installed for these tasks to run. To find out more, view the Installing AccuTaskRunner PDF document available from our AccuTrack document library at: http://www.engineerica.com/accutrack/docs or AccuSQL document library at: http://www.engineerica.com/accusql/docs.

SETTING UP THE STUDENT SIGN-IN SCREEN

WHAT IS IT?

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AccuTrack/AccuSQL gives you the ability to customize the student's sign-in screen. For example, you can change the welcome message, announcement, and buttons appearing in this screen.

CHANGING THE WELCOME MESSAGE

The welcome message appears at the top of the sign-in screen.

You can change this message to your liking through the Sign-in Setup >> Setup >> Welcome Screen Options. Simply enter the new text and click on Save. You can also display general announcements in the student sign-in screen so people signing in can read them. If you are using announcements, it is recommended you select Opaque background to make it easier to read. You can use the announcements box to display your center's operation hours, extended hours, holidays, or anything else you want your visitors to know.

GRANTING STUDENTS EXTRA FUNCTIONALITY

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You can give students the ability to use some of the features available in the administrative area of AccuTrack/AccuSQL. These include Appointments, Seminar Sign up, Media Checkouts, Activity Waiting List, Exit AccuTrack/AccuSQL, Messaging Center and Who's In, among others. For example, you can give your students access to the Messaging Center, enabling them to leave messages to each other and to staff members.

HOW TO DO IT

Go to the Sign-in Setup >> Setup:
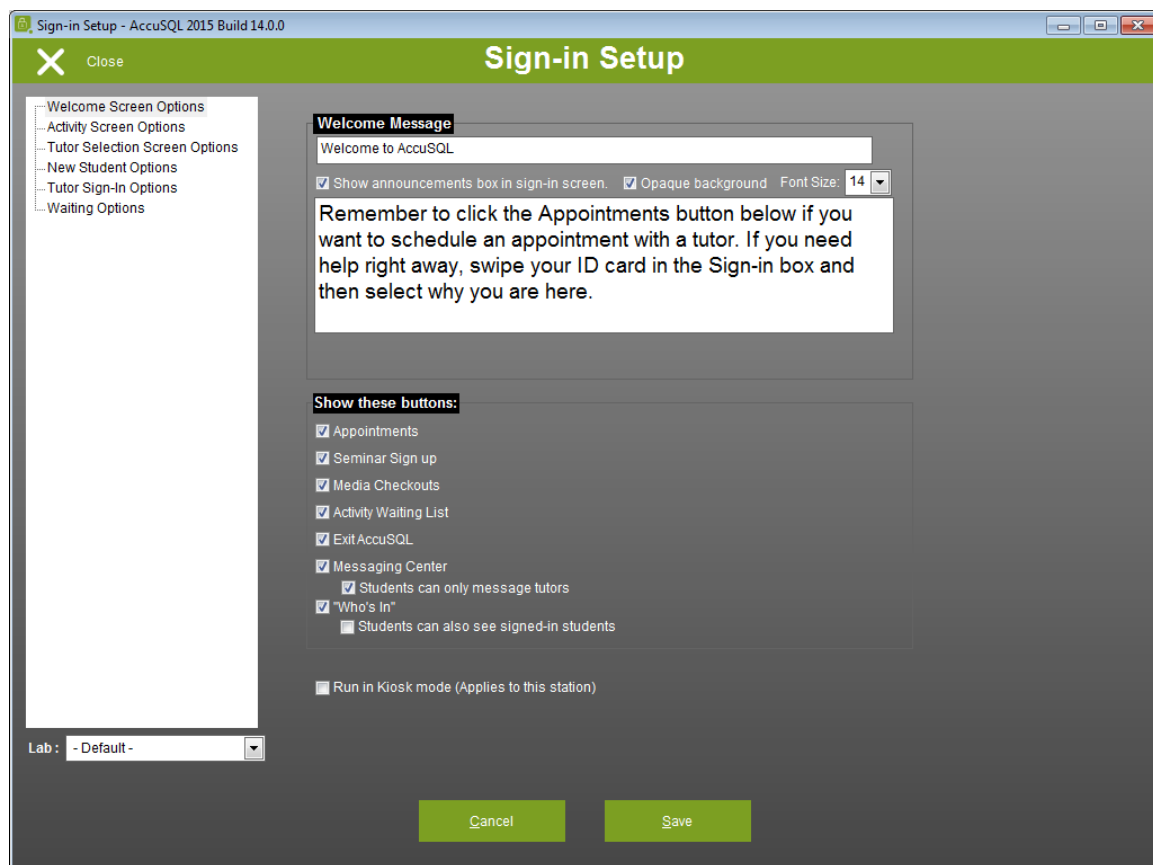
To give students access to the Appointments screen, check the "Appointments" box.

To give students access to the Seminars screen, check the "Seminar Sign up" box.

To give students access to the Media Checkout screen, check the "Media Checkouts" box.

To give students access to Activity Waiting List screen, check the "Activity Waiting List" box.

To give students the ability to exit AccuTrack/AccuSQL, check the "Exit AccuTrack/AccuSQL" box.

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To give students access to the Messaging Center screen, check the "Messaging Center" box.
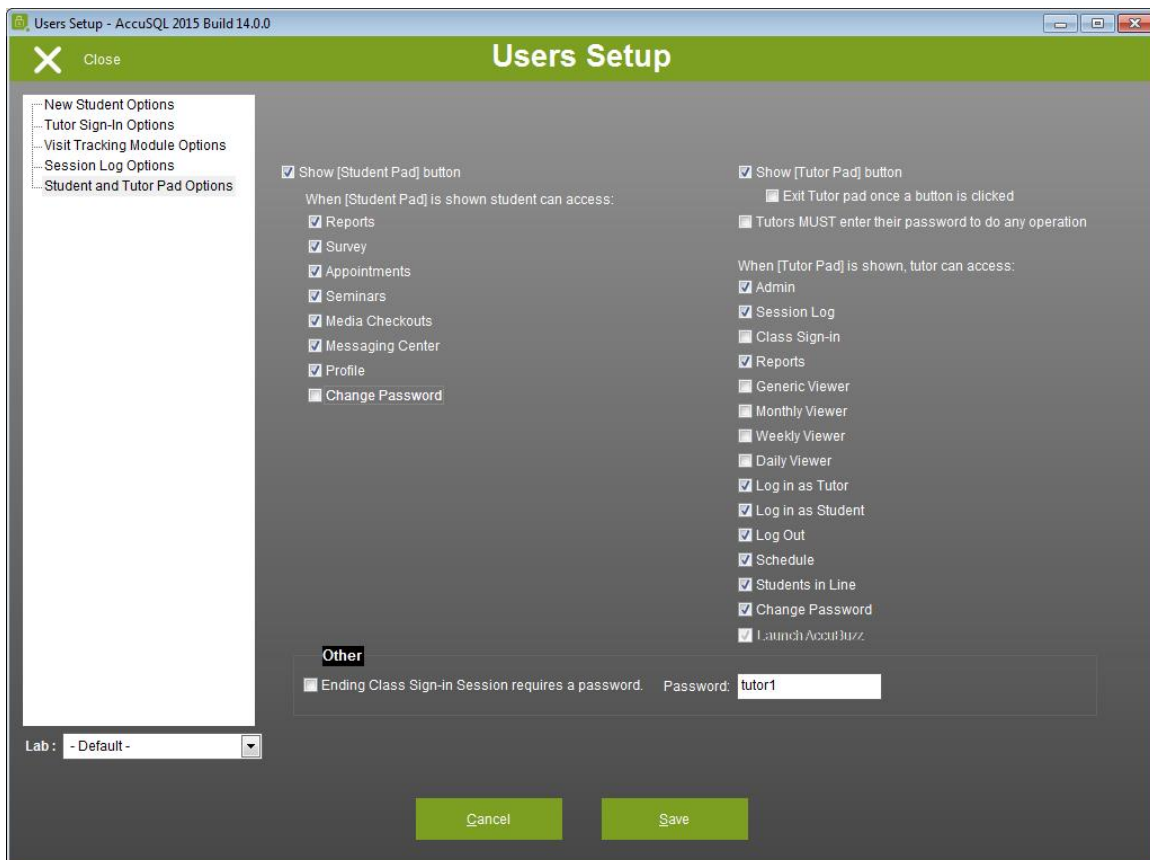
To give students access to the Who's In screen, check the "Who's In" box.

Click on "Save" to keep your changes.

You can also turn on the Student Pad for your students on the main sign-in screen.
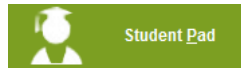
Go to the Users >> Setup >> Student and Tutor Pad Options:

To give student access to the Student Pad, check the "Show [Student Pad] button" box. You can then choose what features your students can access to.

With the above settings for the Student Pad, your students will see the following box after typing their student ID and password on the main sign-in screen. **Tip**: You can set all of the students' passwords to either the same as their ID or their lowercase last name in the System Access >> Reset Student Passwords screen.

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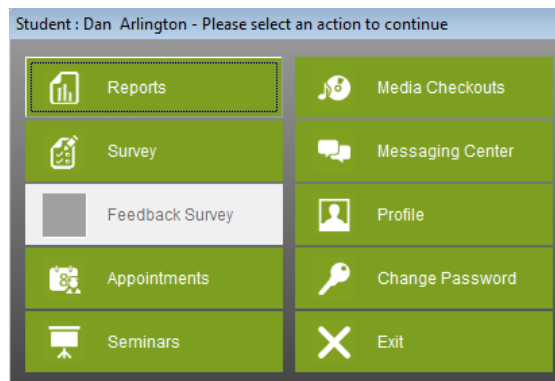
SETTING UP THE NEW STUDENT SCREEN

The New Student screen asks students for their name and demographics data. You can also set it up to ask for students' contact info (phone number, email, and address). You can even set some defaults for these values to speed up data entry.

HOW TO SET IT UP

Click on Users >> Setup >> New Student Options:

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For each of the options that include a "Required" checkbox, you can select whether the entry box is shown or hidden, whether an answer is required, and/or a default value. For example, if you want to ask for the student's phone number, make sure the "Show" box is checked. If you want to make sure students enter a phone number, make sure the "Required" box is also checked. To enter the default area code, make sure the "Area Code" box is checked and just type in the 3 digits. If you want to use the mask for phone, make sure the "Use mask" is checked and define your mask. Click on Save to keep your changes.

SIGN-IN REPORTS

Using the sign-in data, AccuTrack/AccuSQL provides several reports on the students' attendance and use of services. See the "Generating Reports" section below for further instructions.

VISITS BY ACTIVITY DETAIL REPORT

(Available via Reports Center >> Visits Reports >> Visits by Activity Detail Report) The Activity Detail Report provides information about the activities at your center. The report lists each category of activities. Under the category name, each activity is shown in white text over black background. The students using the activity are listed under it in italic font. For each student, the report lists the sign-in sessions (sign-in date and time, the sign-out date and time, and the sign-in

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period). If you see an * next to the sign-in time indicates that the sign-in or sign-out time did not occur in real time. For example, sign outs via the administration screen or those edited via the Edit Logs screen will have a * next to them. This report also shows the total number of hours students spent on each activity and on each category of activities. Here is an example:

VISITS BY ACTIVITY - SUMMARY REPORT

(Available via Reports Center >> Visits Reports >> Visits by Activity Summary Report) If you find the Visits by Activity Detail report too long and detailed, select the "Summary" option Report Type. This will generate a report that shows a count of the number of visits and total time

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students spent on each service. The bottom of the report shows the total number of sign-ins and total time in the center for all students.

STUDENT LIST (VISITED)

(Available via Reports Center >> Student Reports >> Student List - Visited) This reports lists all students in the system who have visited in the time frame specified, including name (last, first), ID # (optional), address, and email address. The report also shows whether the student's record is currently active.

VISITS BY STUDENT SUMMARY REPORT

(Available via Reports Center >> Visits Reports >> Visits By Student - Summary) This report is a summary of the student attendance report. It lists each student and under that it lists the categories and activities the student used. For each activity, the report shows number of sign-ins and the total time the student spent on the activity. The bottom of the report shows the total number of sign-ins and total time in the center for each student.

☞ **Note:** This report shows visits during the selected reporting period.

VISITS BY STUDENT DETAIL REPORT

(Available via Reports Center >> Visits Reports >> Visits By Student - Detail) This report provides detailed information about visitors and their attendance. The report lists each student. Under the name, the report lists the categories, and under each category, it lists the activities this student used. For each activity, the report lists the sign-in sessions (sign-in date and time, sign out date and time, and time spent).The total time the student spent on each activity and on each category of activities is also shown in this report.

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AccuSQL Report
Visits by Student
10/01/2018 12:00 AM - 12/31/2018 11:59 PM

Name: Abbott, Meccsha E

Advising

General - General Advising

Sign in Time	Sign Out Time	Period	Lab Id	Tutor
11/09/2018 10:18 AM	11/09/2018 10:18 AM	00:00	ADV	Denzel Washington
Total Time for General - General Advising - :		*00:00*		

Total Time for Advising :	**00:00**

Career Management

Job Search - Job search and...

Sign in Time	Sign Out Time	Period	Lab Id	Tutor
10/24/2018 02:41 PM *	10/24/2018 03:41 PM *	01:00	CAREERMGMT	Bill Nye
Total Time for Job Search - Job search and...		*01:00*		

Total Time for Career Management :	**01:00**

Course Tutoring

Advanced Visual Basic

Sign in Time	Sign Out Time	Period	Lab Id	Tutor
10/02/2018 04:51 PM	10/02/2018 04:51 PM	00:00	DEFAULT	Kathy Bates
Total Time for Advanced Visual Basic - COMP :		*00:00*		

Total Time for Course Tutoring :	**00:00**

Total Time for Abbott, Meccsha E :	**01:01**

Name: Abro, Jesrael M

Career Management

Job Search - Job search and...

Sign in Time	Sign Out Time	Period	Lab Id	Tutor
10/24/2018 02:41 PM *	10/24/2018 03:41 PM *	01:00	CAREERMGMT	Bill Nye
Total Time for Job Search - Job search and...		*01:00*		

Total Time for Career Management :	**01:00**

Total Time for Abro, Jesrael M :	**01:00**

VISITS BY STUDENT REPORT	*Page 1*	*Generated on 12/18/2018 10:48 AM*

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ACTIVITY SUMMARY REPORT

(Available via Student Visits Tracking >> Reports) This report is a summary of the By *Activity Report.* For each category of activities, the report lists the activities and shows the number of visitors that used it, the number of times these users signed in to it, and the total time they spent using it. The bottom of the reports shows the total number of visitors, their total sign-ins and the total hours they spent on all activities during the reporting period.

SETTING UP PROFILE QUESTIONS

You can set up AccuTrack/AccuSQL to report on the demographics of your visitors. This information might be required for your grant assignments, or it might be helpful in optimizing your services. With AccuTrack/AccuSQL, you have the flexibility to enter up to 10 profile questions and their possible answers. You also have the ability to create different profile questions and answers for different Local Labs. Here are some examples of default profile questions as used by some of AccuTrack/AccuSQL customers.

- **College:** Arts and Sciences, Business, Education, etc.

- **Major:** Accounting, Computer Science, Computer Engineering, etc.

- **Classification:** Freshman, Sophomore, Junior; Senior; Graduate, Other.

- **Disability:** Physical, Learning, Other, None.

- **Campus:** East, West, Downtown, Northwest.

- **Affiliations:** None, Disabled Student Resources (DSR), Women in Progress (WIP).

- **Veteran:** Yes, No.

- **Gender:** Male, Female.

- **Financial Aid:** Yes, No.

- **Type of student:** Day, Evening.

- **Enrollment status:** Full-time, Part-time.

- **Residential Status:** On campus, Off campus.

- **Age Group:** under 25 years of age, 25 or over.

- **Program:** ARC, CoA-Connects, SSSP, HEOP.

- **Degree:** AOS, AAS, BT, BS, other.

- **Employment Hours:** None; 1-10, 11-20, 21-30, 31-40, More than 40.

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- **Degree Status:** Associates degree, Diploma, Certificate, Other.

- **Athletic Affiliation:** Soccer, Basketball, Baseball, Volleyball, Track, Other, None.

- **Referred by:** Faculty/Staff, Student, Advisor, Brochure/Advertisement, Other.

HOW TO DO IT

If you remember, when a visitor signs in for the first time, AccuTrack/AccuSQL displays the New Student screen for collecting some data about this visitor. This screen asks about visitor's name, contact info, and up to 10 Profile or Demographics questions. AccuTrack/AccuSQL gives you the flexibility and power to define these 10 questions. To do so, go to Student Demographics >> Profile Setup:

This will bring up the Profile Setup screen:

On the top of the screen you can see a "Question Preview" box. This is how the selected question appears in the New Student screen. You can change different options and see how they affect the appearance of the question here.

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SELECTING A PROFILE QUESTION

The ten Profile questions in the New Student screen are arranged in two columns, with five questions in each column. To select one of these questions, simply click on its position using the "Question Navigator". For example, to select the first question in the first column:

In the "Question Navigator" box, click on the first question in the column on the left, which is number 1 in this case

The selected question will appear highlighted:
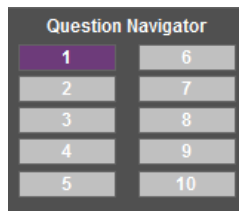
ADDING A PROFILE QUESTION

To change the question, you simply type in your changes in the "Question" box. For example, to change the selected question above from "Gender?" to "Degree Status":

1. Click on the first question in the "Question Navigator" box to select it

2. Type in the new question in the "Question" box:

3. Click on "Save" to keep the changes

ENTERING THE POSSIBLE ANSWERS FOR A PROFILE QUESTION

For each question you enter, you will need to define the answers that appear in the question's drop-down list box. First select the question using the Question Navigator as described above, and then use the Answers box on the right side of the screen to add or edit the answers.

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For example, to add "Undisclosed" to the "If you did not graduate (Question 4)" question, please follow these steps:

1. Select the "Question 4" question by clicking on it in the Question Navigator

2. Type "Undisclosed" in the text entry box above the "Add" button

3. Click on "Add"

You can also edit an existing entry or delete it if you like by using the "Edit" and "Delete" buttons respectively.

CHANGING THE STATUS OF THE QUESTION

If you don't need to ask your visitors all 10 questions, you can hide the extra questions from the New Student screen. For example, if you want to hide question number 10, follow these steps:

1. Select the question by clicking on number 10 in Question Navigator

2. Uncheck the "Show" box in the "Status" box by clicking on it

3. Click to "Save" to confirm

Note that if a question is hidden, its rectangle in the Question Navigator box will appear as a border instead of as a filled rectangle.

Use the "Frame" check box to indicate whether the question has a frame or border around it. Change this box by clicking on it and observe the effect in the Question Preview window.

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The "Answer required" box tells AccuTrack/AccuSQL whether it should verify that the user has selected one of the items in the drop-down list box. If no answer is given (no selections), AccuTrack/AccuSQL will display an error message and will ask the user to make a selection.

CHANGING THE APPEARANCE OF THE QUESTION

You can also control the appearance of the question by using the "Font" box:
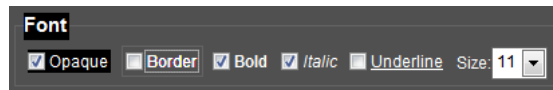
For example, try the following:

1. Select one of the questions by clicking on it in the Question Navigator

2. Click on "Border" to show a border around the question

3. Click on "Bold" to show the question bold font

4. Click on "Italic" to unselect it

The question preview box will show this:
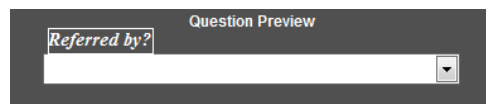
If you like this look, click on "Save". If you want all questions in the New Student screen to have the same look as the current question, click on "Apply to all" button.

PROFILE REPORT

(Available via the Reports Center >> Profile Reports >> Student Profile Report) This report shows each demographics question that the software tracks. For each question, the report lists the available answers. For each answer, the report shows number of students, their number of visits, and total sign-in time of students who selected that answer. The report reports on all students in your database, whether they visited or not. If one of the available answers is not shown, then no one has selected that answer during the reporting period.

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AccuSQL Report
Student Profile

	# Visitors	%	# Sign ins	%	Time	%
Gender?						
--Unknown--	4,483	88.7	501	20.0	691	27.4
Female	322	6.4	1,155	46.1	1031	40.8
Male	248	4.9	849	33.9	802	31.8
Ethnic Background?						
--Unknown--	4,488	88.8	514	20.5	704	27.9
American Indian or Alaskan Native	10	0.2	36	1.4	27:29	1.1
Asian or Pacific Islander	18	0.4	40	1.6	25:26	1.0
Black-Non Hispanic	63	1.2	334	13.3	297	11.8
Hispanic	283	5.6	1,008	40.2	1011	40.0
Non-Resident	4	0.1	5	0.2	03:12	0.1
White-Non Hispanic	187	3.7	568	22.7	456	18.1
Did you graduate from high school?						
--Unknown--	4,500	89.1	554	22.1	744	29.5
No	68	1.3	200	8.0	250	9.9
Yes	485	9.6	1,751	69.9	1530	60.6
If you did not graduate, do you have a GED?						
--Unknown--	4,619	91.4	905	36.1	1003	39.7
N/A	322	6.4	1,175	46.9	1061	42.0
No	47	0.9	205	8.2	172	6.8
Yes	65	1.3	220	8.8	288	11.4
Age Group?						
--Unknown--	4,538	89.8	692	27.6	861	34.1
22 Or Under	499	9.9	1,788	71.4	1642	65.0
Over 22	16	0.3	25	1.0	21:03	0.8
Program?						
--Unknown--	4,641	91.8	975	38.9	1058	41.9
ARC	378	7.5	1,431	57.1	1380	54.7
CoA-Connects	14	0.3	31	1.2	14:45	0.6
HEOP	4	0.1	8	0.3	29:58	1.2
SSSP	6	0.1	48	1.9	33:30	1.3
none	8	0.2	11	0.4	07:55	0.3
other	2		1		00:22	
Classification?						
--Unknown--	4,830	95.6	1,218	48.6	1317	52.2
Freshman	13	0.3	40	1.6	29:21	1.2
Graduate	14	0.3	49	2.0	25:38	1.0
Junior	38	0.8	232	9.3	199	7.9

DEMOGRAPHICS REPORT	Page 1	Generated on 12/18/2018 11:10 AM

Note that each question has an "Unknown" row. This row shows the students who did not answer that question.

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PROFILE QUERIES

AccuTrack/AccuSQL includes a powerful profile data query tool. Use this tool to answer questions like: *How many of my visitors are freshmen from the college of Business but not over 25*. Actually you can query the data to any conditions you like according to your profile questions. To do this, click on the "Profile Query" node in the main Student Demographics screen. You will see the Profile Query screen:

This screen shows the profile questions. To create a query, simply select the appropriate options from the drop-down menu(s). For example, to create a query for students who are did not graduate from high school, but have a GED, you would do the following:

Note: Profile information is customized by you, so your profile fields may be completely different than the one used in this example.

1. Click on "Set" in the "Did you graduate from high school" drop-down question. You will see an option selection box:

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The right pane of this box shows the available answers for this question as entered in the Profile screen. The left pane allows you to select the operator.

2. Click on "One of the selected" and click on "No" to highlight it. If you were selecting students who did or did not graduate from high school, you would hold down the ctrl key and click on Yes too to select both values.

3. Click on "OK" to complete the selection for the question.

4. Click on "Set" in the "If you did not graduate, do you have a GED" drop-down question and select "Yes". Click on "OK".

You are now done with entering the query criteria and ready to see the results. The Profile Query screen allows you to get the results in one of four forms:

1. On screen: Click on "View" button.

2. Report: Click on "Show Report" button.

3. Exported to Excel: Click on "Export Data" button.

4. Create a Student Group: Click on "Create a Student Group" button.

Important: In the bottom left of the profile query screen, you will see a Show all students including non-visitors. If you check this box, it will return the values for all students in the database. If you do not select it, it will only return results for students who have actually signed in to your center.

COLLECTING FEEDBACK ON SERVICES AND TUTORS

With AccuTrack/AccuSQL, you can get feedback from your visitors on the services they receive and the tutors they meet. This information can be helpful in gauging the level of satisfaction of your visitors and in improving your services and tutors. AccuTrack/AccuSQL gives you the flexibility to define up to ten multiple-choice questions to use for each survey in the feedback form. The form also includes an open response question. You can also set up the questions and control how often the survey is presented to visitors.

HOW TO DO IT

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First you'll need to set up the survey. In the System Administration screen, click on Feedback Surveys Create Feedback Survey. By default, the Activity Feedback Survey is displayed.

Select "Tutor evaluation Survey" on the lower right if you would like to edit survey on your tutors.

The controls here are similar to those in the Student Profile screen. You can enter questions, decide which ones are displayed, and set their attributes. You can also define the answers scale.

On the top of the screen you can see a "Question Preview" box. This is how the selected question appears in the survey. You can change the different options and see how they affect the appearance of the question.

SELECTING A QUESTION

The ten survey questions are arranged in one column. To select one of these questions, simply click on its position using the "Question Navigator". For example, to select the last question in the

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list, simply click on question number 10. The box representing the selected question will appear highlighted:
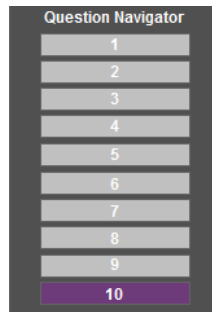
ENTERING A QUESTION
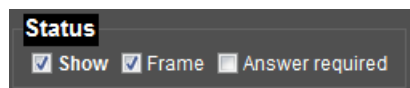
To enter or change the text of the question, simply type it in. For example, to change question 10, follow these steps:

1. Select question 10 in the "Question Navigator" by clicking on it

2. Type the new question "Are there enough computers in the lab?."

3. Click on "Save" to keep the changes

CHANGING THE STATUS OF THE QUESTION

You can control whether a question appears in the New Student screen. For example, if you only want to ask 7 questions, you can hide questions number 8-10. For example, to hide question 10, follow these steps:

1. Select question 10 by clicking on it in the Question Navigator

2. Uncheck the "Show" box

3. Click to "Save" to confirm

Note that if a question is hidden, its rectangle in the Question Navigator will appear as a border instead of as a filled rectangle.

Use the "Frame" check box to indicate whether the question has a box around it. Change this box by clicking on it and observe the effect in the Question Preview window.

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The "Answer required" box tells AccuTrack/AccuSQL whether it should verify that the user has selected an answer to the question from the drop-down list. If no answer is selected, AccuTrack/AccuSQL will display an error message and will ask the user to make a selection.

CHANGING THE HEADER OF THE FEEDBACK SCREEN

You can change the header or title of the Feedback screen. Click on "Header" in the "Other Text" box.
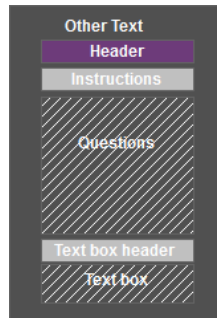
You can type in the new Page Header text. Click on "Save" to keep the changes.

CHANGING THE INSTRUCTIONS

To change the instructions the student sees under the header, simply click "Instructions" in the "Other Text" box and type in the new instructions. Click on "Save" to keep the changes.
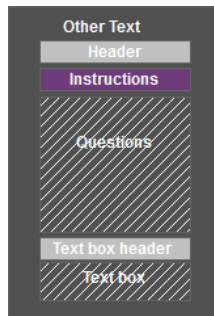
CHANGING THE OPEN COMMENTS BOX HEADER

You can change the text appearing above the open comments text box. Simply click on the "Text box header" in the "Other Text" box and type in the new text.

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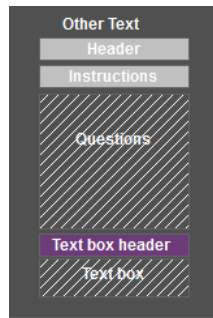
CHANGING THE FEEDBACK ANSWERS

To answer the survey, visitors will need to select one of the options in the drop-down menu. AccuTrack/AccuSQL allows you to define the options or answer scale. Note that **all questions will have the same scale**, so you only need to enter them once. The options can be any appropriate scale such as "Excellent, Good, Poor", or "Strongly Agree, Agree, Strongly Disagree".

For each option you enter, you need to define the weight of that option. The weight is an integer number from 0 to 99. AccuTrack/AccuSQL will use this weight when calculating an average score for each question.

To change the scale, use the Scale Definition box:
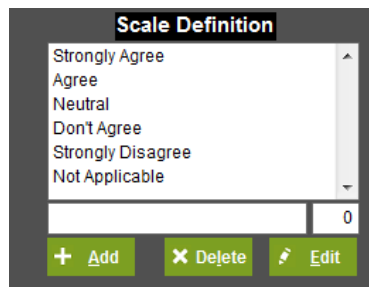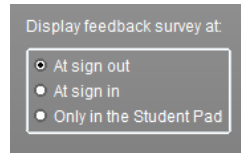
For example, here is how to add "Don't Know" to the list above:

1. Type "Don't Know" in the text box above the "Add" button.

2. Enter the weight (i.e. 0) in the number box above the Edit button.

3. Click on "Add".

Tip: When entering non-answer options such as Not Applicable, N/A, and "Don't Know", use a weight of 0 and AccuTrack/AccuSQL will exclude this answer from the average calculation.

SELECTING FREQUENCY AND ACTIVITIES TO SURVEY

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Now that you have the survey ready, you need to tell AccuTrack/AccuSQL when to present the survey. You do this by clicking on Feedback Surveys >> Setup >> Feedback Survey Options:
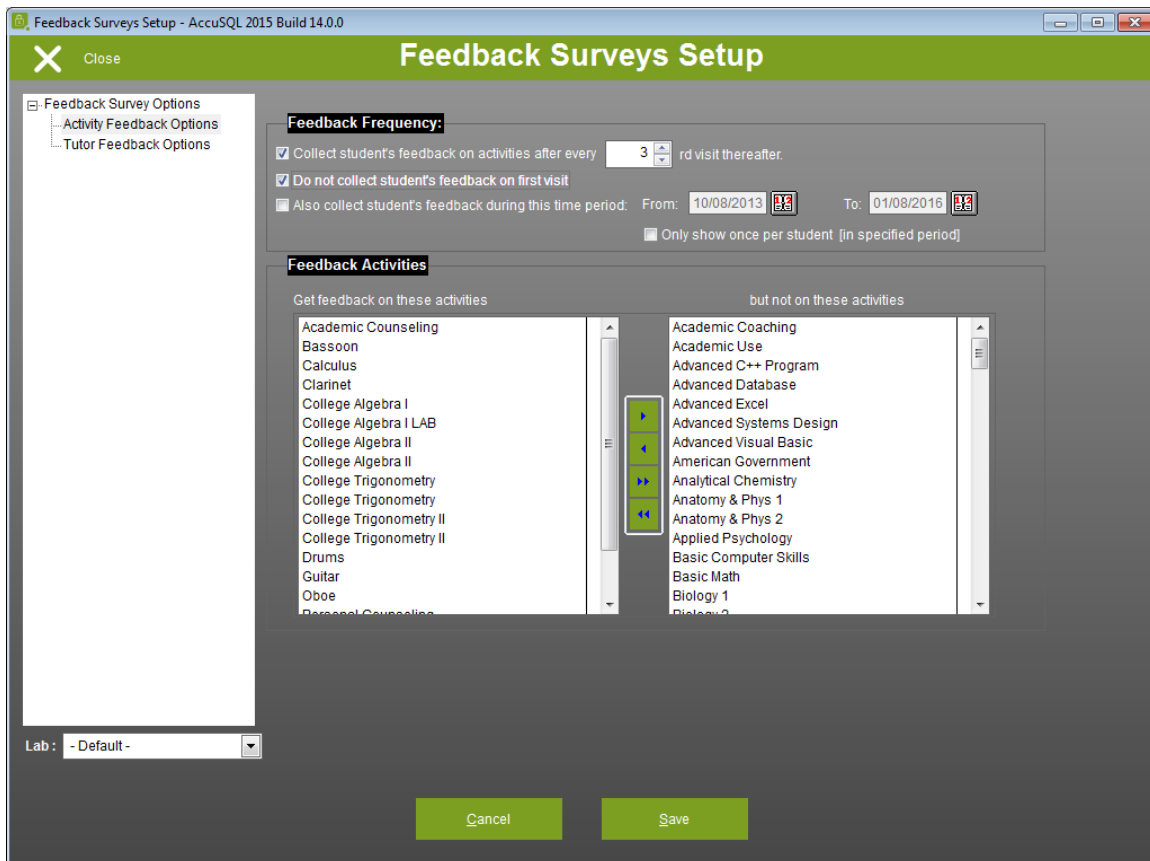
Select "At sign out" if you want AccuTrack/AccuSQL to present the survey when students signing out.

Select "At sign in" if you want AccuTrack/AccuSQL to present the survey when students signing in.

Select "Only in the Student Pad" if you want AccuTrack/AccuSQL to present the survey when students using Student Pad only.

Click on Activity Feedback Options:

Here is an example of how to set activity feedback collection:

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1. Make sure the "Collect student's Feedback …" box is checked to enable feedback collection.

2. Enter the frequency of the survey in the spin box. For example, select 3 to survey visitor every third visit.

3. Check "Do NOT collect student's feedback on first visit" if you do not want to collect student's feedback on the first visit

4. Check "Also collect student's feedback during …" and select start date and end date.

5. (Optional) Check "Only show once per student (in specified period)" if you only want to present the survey once during the specified period.

6. Select the activities whose students will be surveyed. For example, to survey the students of Applied Psychology, move this option to the list box on the left as shown above.

7. Click on "Save" to keep your changes.

Click on Tutor Feedback Options:

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Here is an example of how to set tutor feedback collection:

1. Make sure the "Collect student's Feedback …" box is checked to enable feedback collection.

2. Enter the frequency of the survey in the spin box. For example, select 2 to survey visitor every second visit.

3. Check "Count it as a meeting only if it's an appointment …" if you want to count it as a meeting only.

4. Check "Do NOT collect student's feedback on first visit" if you do not want to collect student's feedback on the first visit

5. Check "Also collect student's feedback during …" and select start date and end date.

6. (Optional) Check "Only show once per student (in specified period)" if you only want to present the survey once during the specified period.

7. Click on "Save" to keep your changes.

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FEEDBACK SCREEN

When the tutor feedback screen appears to the student, it will look like this:

Students can answer the questions by selecting the answer from the drop-down box. Questions in blue color require answers.

When the activity feedback screen appears to the student, it will look like this:

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Students can answer the questions by selecting the answer from the drop-down box. Questions in blue color require answers.

ACTIVITY RATINGS REPORT

(Available via the Reports Center >> Feedback Survey Reports >> Activity Ratings Report) This report shows each multiple choice question asked in the service feedback screen. For each question, the report shows the number of times each option for that question was selected. The first column labeled "No Idea", shows the number of times when no selections were made for that question. Underneath, the row labeled "Average Score" shows the arithmetic average of answers to the question.

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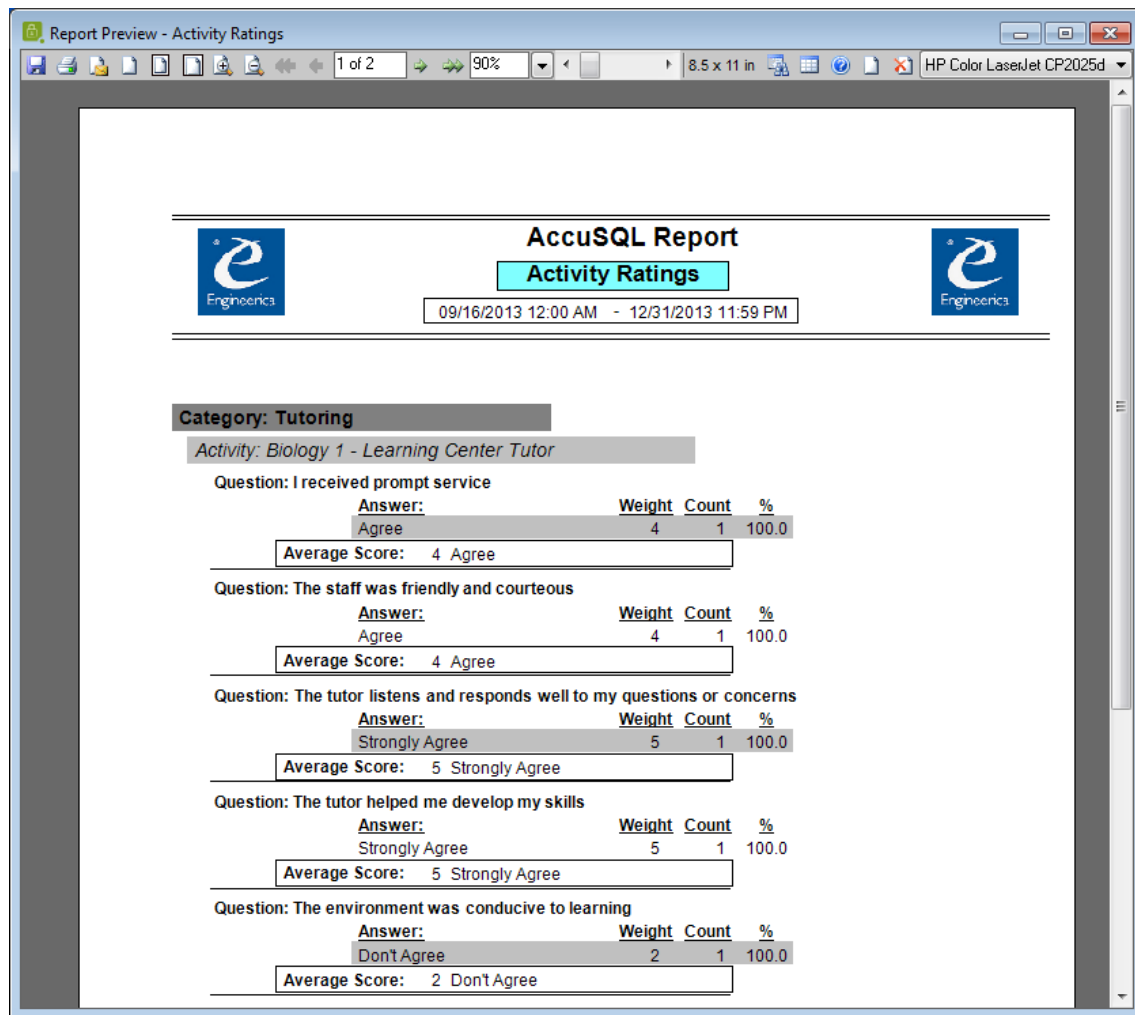
🖎 **Note:** If you select "Summary Report" from the "Report Type" you get a consolidated report that shows all answers to each question regardless of the activity:

ACTIVITY COMMENTS REPORT

(Available via the Reports Center >> Feedback Survey Reports >> Activity Comments Report)
This report shows students' comments on each activity that AccuSQL/AccuTrack collected feedback on during the reporting period. Each comment shows the date and time when it was recorded.

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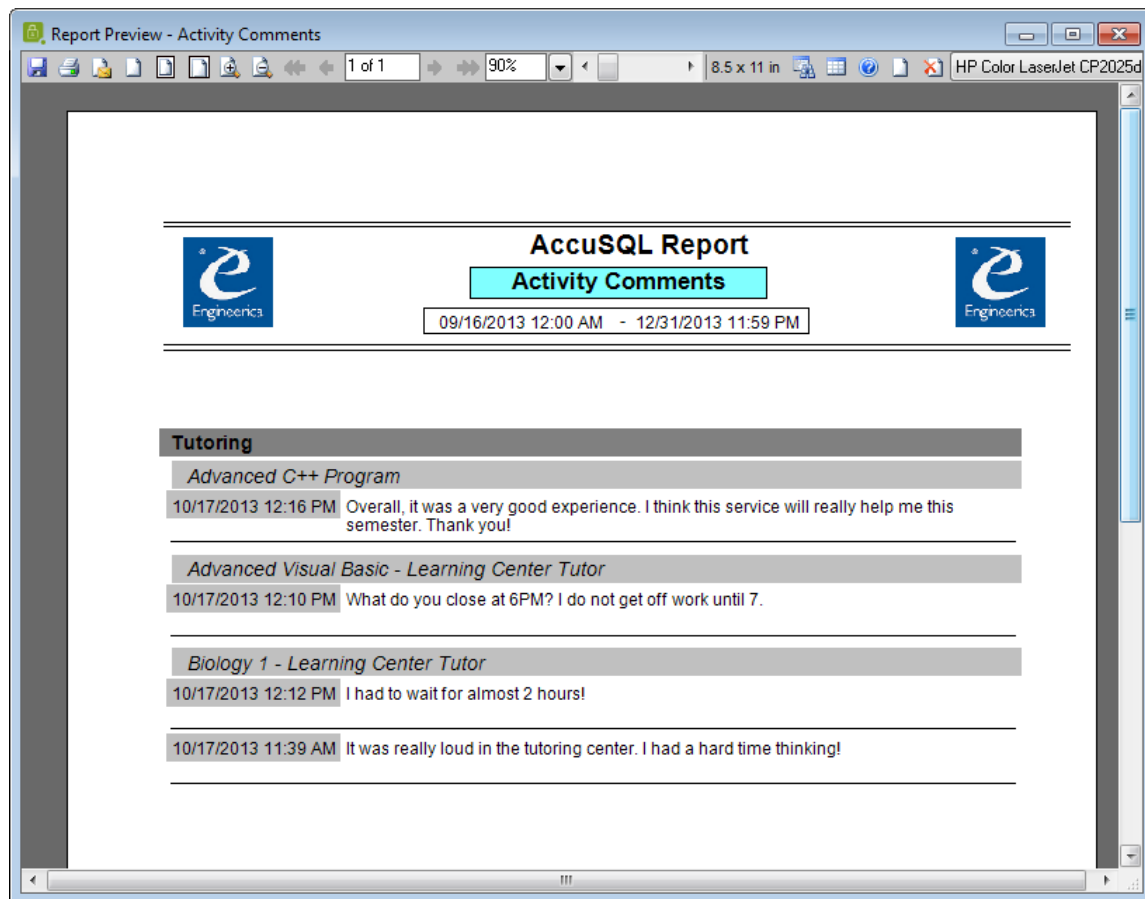
ENTERING COMMENTS ON SIGN-IN SESSIONS

AccuTrack/AccuSQL allows you to record notes on visits and sign-in sessions via the "Session Log" screen. This might be useful in several ways. For example, a staff member meeting with the student can read up on the history of previous sessions. Also directors of the center can keep up-to-date with the progress of students by reading the sessions logs or running reports on them.

HOW TO DO IT

Click on "Session Log >> Session Log" in the System Administration screen. You will see the Session Log screen:

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Use the drop-down boxes at the right to zoom in to a certain set of records. You can select a certain time period, category, activity, student, staff member, or a combination of the above. Click on the "Refresh" button to reload the data after changing the filtering options. Check "Only show sessions with comments" if you only want to display sessions with comments. Check "Disable auto refresh" if you do not want AccuTrack/AccuSQL to refresh sessions on this screen.

The Edit box under the grid shows the comment for the selected sign-in session (if any). To enter or edit a comment, click on the "Add/Edit Comments" button and type the comment. When finished, click on the "Save Comments" button to keep your changes. Click on "the Delete Comments" button to delete your comments (if any). Click on "Email Comment" button to email comments to instructors. Click on "Print Out Comment" button to print out your comment (if any). Click on "Session Questionnaire" to answer questionnaire (if any).

Note: Session questionnaires are setup in the Session Log >> Session Questionnaire Setup screen.

ENTERING COMMENTS

Tutors can access the Session Log screen from the sign-in screen. When tutors sign in, they will see a "Session Log" button in the Tutor Pad:

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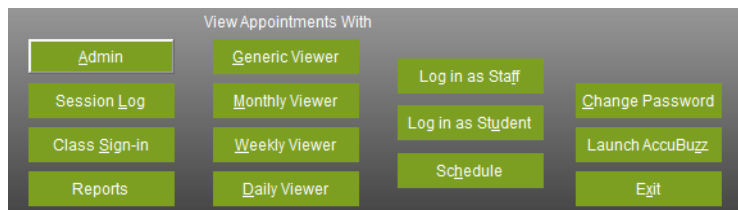
When the tutor clicks on the "Session Log" button, he or she will see a list of his or her own tutoring sessions. The tutor can then edit the session log and enter comments on the individual tutoring sessions.

✍ **Note:** The Session Log button in System Administration will bring up a list of tutoring sessions for **all** tutors. This is useful for administrators that want to view the session logs of their staff.

SESSIONS LOG REPORT

(Available via Sessions Reports Center >> Session Log Reports >> Session Logs Report) You can generate a report with the information entered in the Session Log screen. Select the "Sessions Log" report in the Reports screen. This will look like this:

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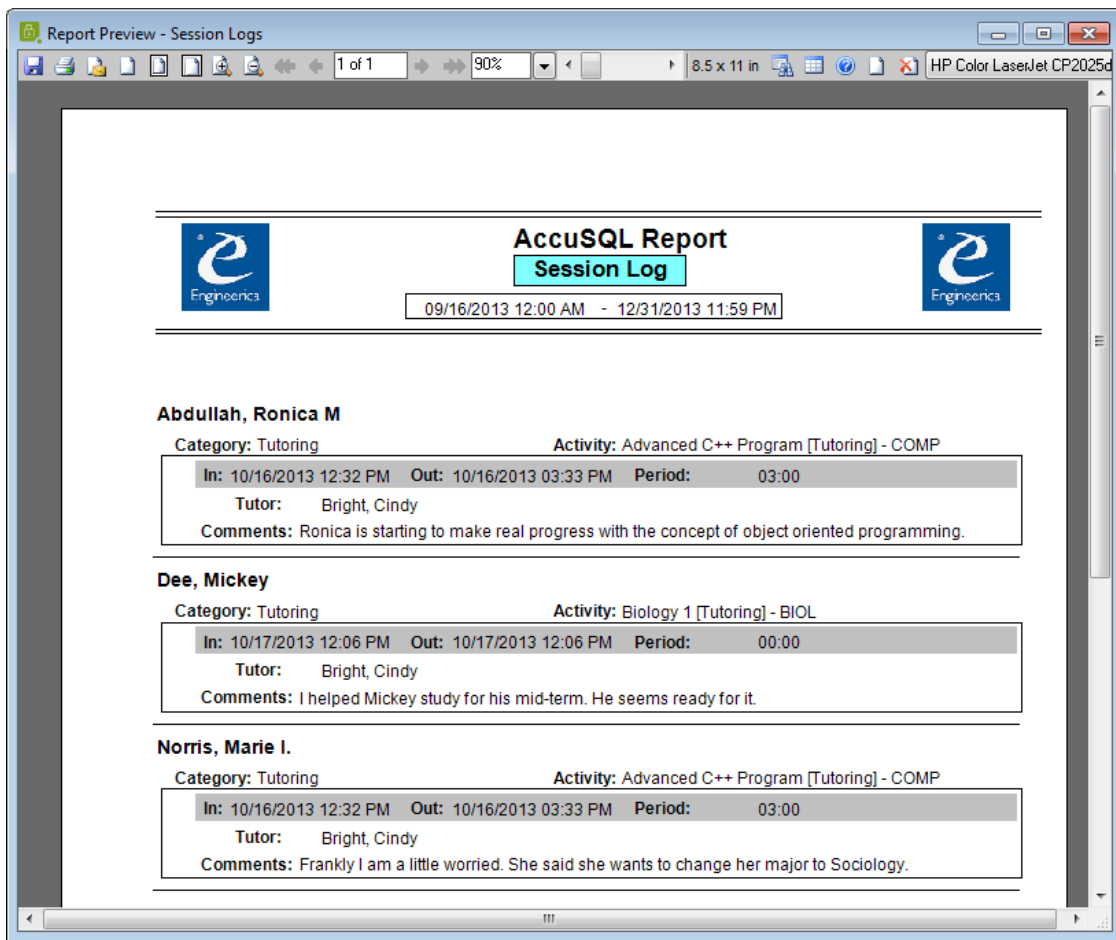
The report shows each student, his or her sessions, and the comments entered.

🖝 **Note:** This report only shows sessions that have comments.

ENTERING STAFF

If you are planning on tracking staff work hours or on using the appointments management module, you will need to enter your staff members in the system.

HOW TO DO IT

To do so, click on Users >> Tutors in System Administration. You will see a screen similar to this:

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ADDING STAFF MEMBERS (TUTORS)

You can use this screen to add and edit staff members. For example, let's say you want to add the Adv PC OS Windows tutor "Jay Raman". Here is how to do it:

1. Enter the staff member's sign-in ID number in "ID" box. For example, type "000-34-5678".

2. Enter "Jay" in the "First Name" box.

3. Enter "Raman" in the "Last Name" box.

4. (Optional) Enter the staff member's phone number. For example, type "555-123-4567".

5. Enter the staff member's email address. For example, type jRaman@mycollege.edu.

6. (Optional) Enter the staff member's address.

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7. (Optional) Select the pay type for the staff member and enter the basic pay rate, and select whether the tutor is paid straight work hours or per appointment.

8. Click on "Add/Remove Assignments" button on the right and select the activities this staff member helps with. In this case, select Adv PC OS Windows from the list box on the top and move them down to the "Assigned Activities" list box.

9. Click on "OK" to save the entry.

To edit an entry, simply double click on the staff member's name in "Tutors" list box on the right or click on "Edit" button after highlighting a tutor. The entered data will appear in the boxes where you can make your changes. Don't forget to click on "Save" to keep your changes.

ENTERING STAFF SCHEDULES

To enable appointment scheduling, you will need to enter the work hours for your staff.

HOW TO DO IT

From the Users >> Tutors screen, select the tutor you want to set the schedule for, then click on Tutor Schedule button.

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You will then see this screen for the tutor you selected. In the following example, Kathy Bates is the selected tutor.

Assume that "Cindy Bright" works 8-12 and 1-4 on Monday through Friday. Here is how to enter her schedule:

1. First let's clear her existing schedule. To do so, first click the None radio button in the Schedule as area and then drag your mouse over the green area in the grid until they turn light gray like the rest of the grid.

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2. Now click the Both radio button and then next to Monday at 8AM drag the grid across and down so you cover from 8AM to 12PM Monday through Friday. Tip: You can look at the bottom of the grid to see what time you are selecting.

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3. Do the same thing for Monday through Friday for 1PM to 4PM.

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4. The default schedule for Kathy Bates is now set.

ENTERING A CUSTOM SCHEDULE FOR A TUTOR

While you can use the Default schedule for your tutors, you also have the ability to add custom schedules over top of the default schedule. Actually, you do not need to have a Default schedule at all and you can just use custom schedules for whatever From and To periods you specify.

Setting the custom schedule is the same as setting a Default one, with the addition of adding the From and To dates. To add the custom schedule, click Add, and then enter the date from which you want the tutor to have the schedule and when that schedule ends. You can add multiple custom schedules for the tutor. The only rule is that From and To Dates cannot overlap. You can even have the tutor available for appointments for a specific activity or service during a particular date range by selecting the Specific Activity or Specific Service radio button. In the following example, tutor Cindy Bright has a Default schedule set for 9AM to 7PM Monday through Friday, but from 10/21 to 10/25 she is available only for Chemistry tutoring between 2PM and 5PM. Notice how the specific activity schedule has a different color in the grid. You can put your mouse over the colored area for the specific activity then look at the display area at the bottom of the grid to see what for which activity that time block is reserved.

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TUTOR SCHEDULE REPORT

(Available via the Tutor node – Tutor Schedule item) This reports shows the schedules as entered in the above screen:

TRACKING MEETINGS BETWEEN STAFF AND STUDENTS

If your students meet with a staff member when they drop in, you can track whom the students met when they visited. For example, if you have a tutoring center, and students drop in to see the tutors, you can track which tutor each student met.

HOW TO DO IT

First you will need to tell AccuTrack/AccuSQL to display the Tutor Selection screen when students sign in:

1. From System Administration, click on Sign-in Setup -> Setup. In the Options screen, click on Tutor Selection Screen Options.

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2. Make sure the option "Show Tutor Selection screen at sign-in" is checked.

3. (Optional) Change the title of this screen by changing the text in the "Screen Title" box.

4. (Optional) Change the Instructions of this screen by changing the text in the "Instructions" box.

5. Click on "Save".

WHAT THE STUDENT SEES

With the above option set, when students sign in, they will see the Activities screen as usual. After selecting an activity, they will see the Staff Selection screen, which will look similar to this one:

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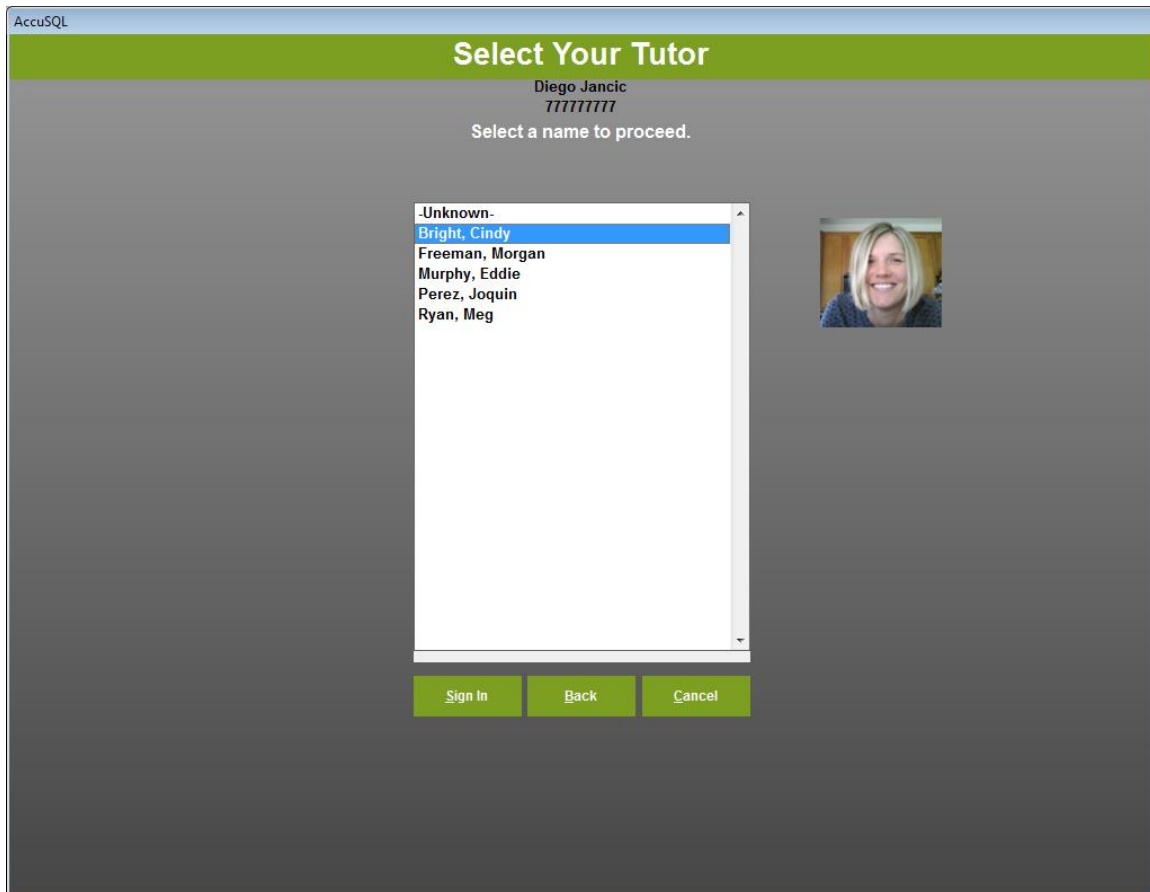
To complete the sign-in, the student simply selects one of the staff members from the list then clicks on "Sign In".

If the student does not know which staff member he will meet with when visiting, you can setup the software to show the Staff Selection screen at sign-out time instead of at sign-in time.

TUTORING SESSIONS REPORT

(Available via Reports Center >> Tutor Reports >> Tutoring Sessions Report) In system administration – Sign-In Setup >> Setup >> Tutor Selection Screen Options, there is an option to "Show tutor selection screen at sign-in". If this option is enabled, AccuSQL/AccuTrack will display a list of tutors that help with the selected activity and will ask the student to select the tutor he/she is meeting. This report reflects that data. The report lists each tutor seen during the reporting session. Under the tutor's name, it shows the activities that the tutor helps with, and under the activity, it shows the students who signed into the activity. For each student, the report lists the sign-in date and time, sign-out date and time, and length of time spent during the session. The report also shows the total time for each student, each activity, and each tutor. The last line of the report shows the total tutoring hours for all the tutors.. The report will be similar to this:

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This report lists each staff member selected during a sign-in session. Under the staff member, the report shows the activities he or she helped with, and under the activity, it shows the students who signed in to this activity and selected the staff member. For each student, the report lists the sign-in date and time, sign-out date and time, and length of time spent during the session. The report also shows the total time for each student, each activity, and each staff member.

STAFF SIGN-IN

In addition to tracking students' attendance, AccuTrack/AccuSQL can also track the work-hours of your staff. The sign-in process for staff members is similar to the student's sign-in process. However, you need to enter the staff information as explained in the section above before your staff can start signing in to the system.

STAFF SIGN-IN

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Here is an example of how staff member Cindy Bright with ID number "000-55-5555" would sign in:

1. Cindy would enter her ID number in the ID entry box. To simulate, type "000-55-5555" and hit <Enter>

2. AccuTrack/AccuSQL will recognize that this is a staff signing in and will show the Staff Control Pad:
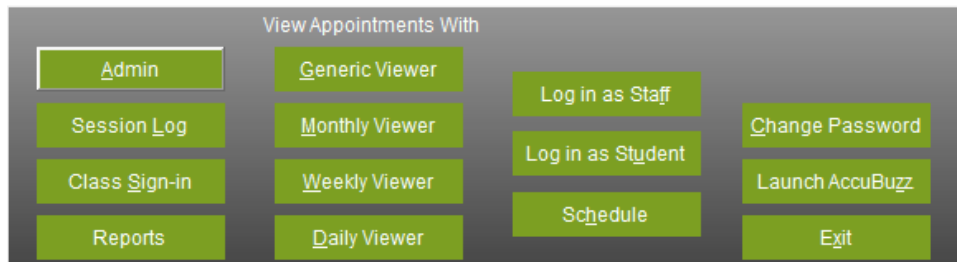
3. Click on the "Log in as Staff" button to sign Cindy Bright in as a staff member.

4. Depending on the system settings, you will either see the Staff Tasks screen, where the tutor will select the reason they are signing in or you will be signed in directly.

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Cindy Bright signed in at 10/21/2013 09:50 AM

STAFF SIGN-OUT

The staff sign-out process is identical to the student's sign-out process. Simply enter the staff member's ID number. For example, to sign Cindy out:

Enter "000-55-5555" and press <Enter>. In the Tutor Pad, click the Log Out button.

AccuTrack/AccuSQL will display a confirmation message:

Cindy Bright signed out at 10/21/2013 09:52 AM.
In for 00:01 hours.

SETTING UP STAFF TASKS

If you use AccuTrack/AccuSQL for tracking staff hours, you can also track the tasks they perform while signed in. AccuTrack/AccuSQL gives you the flexibility to define the staff tasks to reflect

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what you would like to track. For example, staff tasks can be job numbers, projects, or tasks such as tutoring, front desk duty, data entry, meeting, training, etc.

HOW TO DO IT

If you would like to track the tasks of your staff, you need to first enter these tasks and then configure AccuTrack/AccuSQL to show them to staff members when they sign in. Here is how:

ADDING STAFF TASKS

To setup the tasks that appear to staff members when they sign in, click on Tutor Visits Tracking >> Tasks:

This screen is similar to the Student Activities screen. You start by entering the category in the Category list box. For example:

Click on "Add" in the left side of the screen, and then type "Computer Work" in the category entry text box on the left and click on <Save>.

Next you will need to add the activities under this category:

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1. Make sure the new category Computer Work is selected by clicking on it once.

2. Click "Add" on the right side of the screen.

3. Type "Grades Entry" in the Task entry box in the right side of the screen.

4. Click on "Save" to add this task to the list.

You can repeat the above procedure for entering the rest of the staff tasks.

MAKING TASKS APPEAR TO STAFF

Now that you have entered the staff tasks, you need to make sure AccuTrack/AccuSQL is set up to show these tasks to staff members when they sign in:

1. Click on Tutor Visits Tracking >> Setup in System Administration to open the Tutor Sign-in Options screen.

2. Make sure the box "Display the Tasks screen when tutor signs in" is checked.

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3. Click "Save" to keep the changes.

Now that you have setup the tutor's tasks, test it out by signing in as a staff member. See the "Tutors Sign-in" section above for instructions on how to sign-in as a tutor.

TUTORS REPORTS

AccuTrack/AccuSQL includes several reports on the staff and their activities. Here is a description of some of these reports.

TUTORS WORK HOURS REPORT – DETAIL

(Available via the Reports Center >> Tutor Visits Tracking Reports >> Tutor Work Hours Report)
This report lists each tutor. For each tutor, the reports show the activity (if you enable the tracking of staff activities), the staff sign-in time, sign-out time, and sign-in period for each Staff member. It also shows the total work hours for each staff member.

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✐ **Note:** If you set up AccuTrack/AccuSQL to show the staff a Tasks screen, this report will show the tasks the staff selected. Otherwise, the report will only show only the sign-in sessions.

TUTORS WORK HOURS REPORT - SUMMARY

This report is similar to the Staff Work Hours – detail report, but instead of showing each sign-in session, it shows the total number of sign-ins and total work time for each staff member.

✐ **Note:** If you set up AccuTrack/AccuSQL to show the staff an activities screen, this report will also show the activities the staff selected.

CALCULATING STAFF PAY

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You can set up AccuTrack/AccuSQL to calculate the pay of your staff. The pay can be based either on straight time or on appointment sessions. If based on appointments, you can also pay the tutor for no-shows and for preparation time.

DEFINING PAY RATES

From the System Administration screen, click on Tutors Visit Tracking >> Pay Rates :

Use this screen to define different pay types and the pay rules for each type. Here is an example:

1. Click on the Add button.

2. Enter the name for this pay type. For example, type "Peer Tutor"

3. (Optional) If you pay this staff member for appointment no-shows, enter the no-show percent using the spinner box. For example, if you pay the staff member a quarter of an hour if the student misses the appointment, enter 25. If you do not compensate staff for no-shows, leave the box empty or enter 0.

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4. (Optional) If you pay this staff member for appointment prep time, enter the preparation time percent using the spinner box. For example, if you pay the staff member a half hour for prep time, enter 50. If you do not compensate staff for appointment prep time, leave the box empty or enter 0.

5. (Optional) If you pay extra for group appointments, enter the pay rate increments (in dollars) for group of 2, group of 3, and group of 4 or higher. For example, enter .20 in the group of 2 box to indicate an extra 20 cents over the regular rate for a group of 2 appointment.

6. Enter the minimum pay rate for this group. For example, enter $10.00.

7. Enter the maximum pay rate for this group. For example, enter $12.00.

8. Click on "Save".

9. You can add more pay types if you want. In the following example, a Peer Tutor pay type and a Pro Tutor Pay Type have been created:

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ENTERING THE STAFF PAY RATES

Now that you have the pay rates defined, you can enter the pay rate of each staff member. Go to the System Administration screen then Users –> Tutors:

Use the marked box above to indicate the pay type, pay rate, and pay method. You can either use these boxes when you are adding a new tutor, or you can edit an existing tutor's record and enter the pay data. For example, let's assume we want to enter the pay rate info for the tutor Morgan Freeman:

1. Edit Cindy Bright's record by double clicking on her name

2. Select the Pay Type for this tutor from the drop-down. For example, select "Pro Tutor".

3. AccuTrack/AccuSQL will show the minimum pay rate for this pay type in the Pay Rate box. You can over-write this with the appropriate pay rate for this tutor within the parameters you defined for the pay type.

4. If this tutor is paid straight for his time, select "For Work hours". If the tutor is paid for appointments only, select "For Appointments".

5. Click on Save.

DEFINING THE ROUNDING RULES

You can control how AccuTrack/AccuSQL rounds up the staff time for payroll calculations. Click Users >> Setup >> Tutor Sign-in Options:
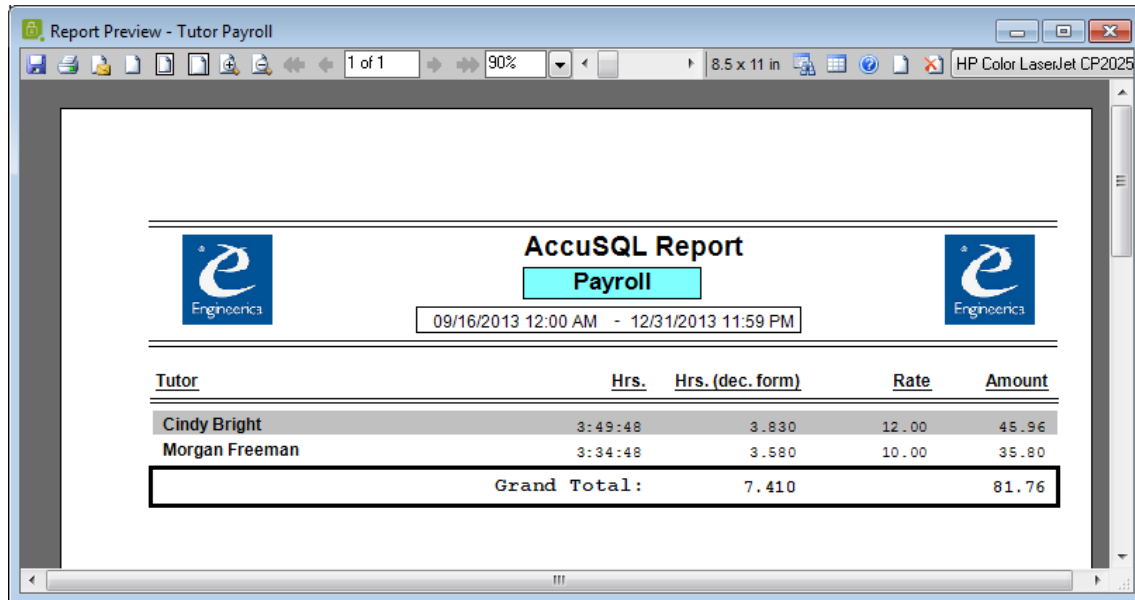
Select the rounding type that best suits your needs best.

STAFF PAY REPORTS

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AccuTrack/AccuSQL offers a few different staff pay reports: Tutor Payroll, Tutor Payroll Detail, and Tutor Payroll – Pay by Appointments. The first shows pay for staff members paid straight time, while the latter shows pay for staff members who are paid by the appointment.
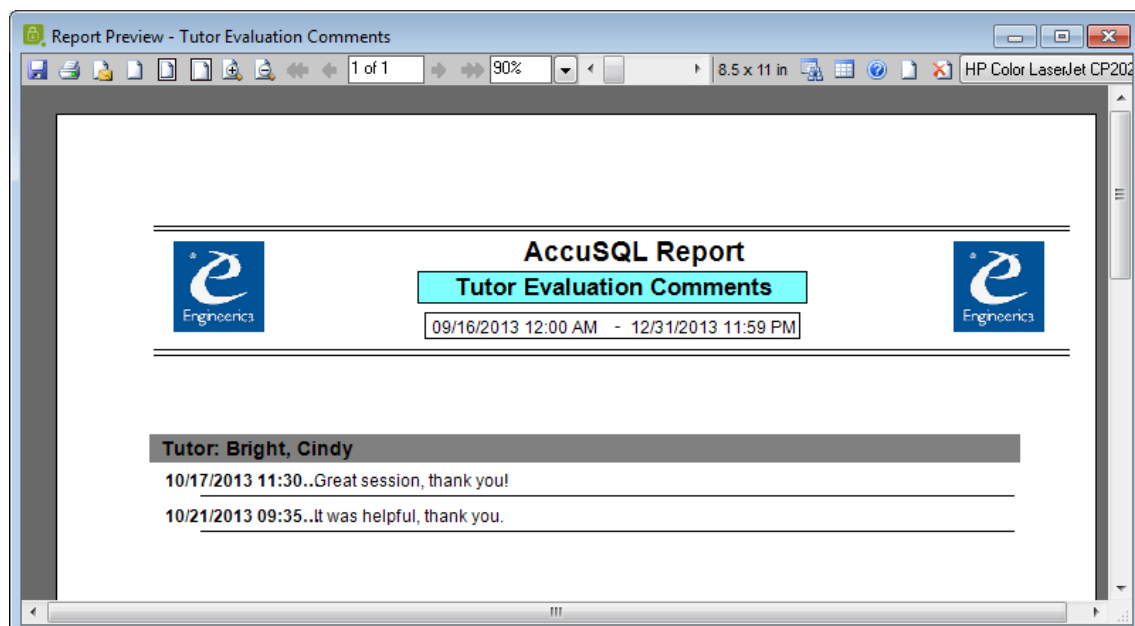
TUTOR EVALUATION COMMENTS REPORT

(Available via Reports Center >> Feedback Survey Reports >> Tutor Evaluation Comments Report) This report shows students' feedback comments on each tutor for sign-in sessions occurring during the reporting period.

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ENTERING INSTRUCTORS

AccuTrack/AccuSQL allows you to enter instructors' names and associate them to activities. This is helpful for two reasons:

1. You can show the instructor's name in the Activities screen. This might help the student recognize the activity (e.g. Algebra – Prof. Mike Hollister).

2. You can generate reports for instructors detailing the attendance of their students.

HOW TO DO IT

Click on the Setup >> Users >> Instructors:

ASSOCIATING INSTRUCTORS TO ACTIVITIES
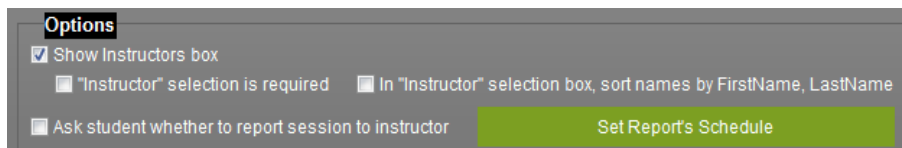
To assign an instructor to an activity (e.g. class), use the Instructor drop-down list box in the Categories & Activities screen. You can select the instructor when you are adding or editing an activity.

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DISPLAYING THE INSTRUCTOR IN THE ACTIVITIES SCREEN

To show the instructor in the Activities screen, go to the Sign-in Setup >> Setup >> Activity Screen Options and make sure the "Show Instructor box" is checked. If not, click on it and click on "Save".

(Optional) Check "Instructor selection is required" if students are required to select an instructor on Activities screen.

(Optional) Check "In Instructor selection box, sort names by FirstName, LastName". By default, instructors are sorted by last name.
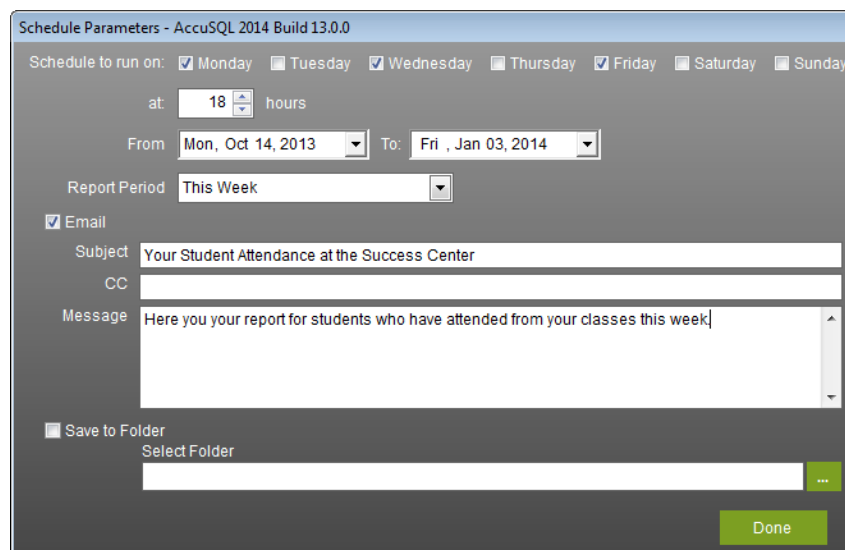
SENDING INSTRUCTORS REPORTS AUTOMATICALLY

You can ask students if they would like to report their tutoring sessions to their instructors, then automatically email the instructors those reports as PDF attachments on your own schedule.

Check the "Ask student whether to report session to instructor and he or she will get a confirmation box at sign in asking if they would like to report the session.

Click the Set Reports Schedule to set the schedule for when you want the reports to go out either as PDF attachments, or saved to a shared folder or both. You can also set the report period filter to determine the time period the report will include, as well as the email message itself and anyone you would like to carbon copy or blind carbon copy for the reports that are generated.

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INSTRUCTOR REPORTS

(Available via Reports Center >> Instructor Reports >> Attendance By Instructor Report) This report lists each instructor and activities (activities) associated with the instructor. Students who signed to the activity are also listed, and for each visit, the report shows the sign-in date and time, the sign-out date and time, and the sign-in period. The total time for each student is also calculated. To be able to generate this report you will need to have entered the Instructors and associated them with the activities they teach. You can filter this report to a certain instructor. This is useful if you want to give each instructor a report of the activities of their students. Here is a sample report:

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The report lists each instructor and activities associated with the instructor. Students who signed in to the activity are also listed. For each session, the report shows the sign-in date and time, the sign-out date and time, and the sign-in period. The total time for each student is also shown.

APPOINTMENTS

AccuTrack/AccuSQL can help you manage appointments between your staff and students. The appointments manager module provides you with these advantages:

- Automatic matching of students and available staff members based on the service required, time, and staff availability.

- Automatic tracking and reporting on no-shows. The software can also track excuses given for each no-show.

- Tracking of appointment cancellations.

- Ability to print out staff schedules and assignments.

- User defined appointment rules and restriction settings.

- Monthly, weekly, and daily appointment viewers. These are available to staff as well.

- Ability to notify students and staff members of new appointments and cancellations via e-mail.

- Ability to remind students of their appointments by sending them an email message prior to the appointment.

- Ability to print out appointment confirmation to hand to students.

- Quick, powerful and convenient way for managing appointments.

To use the Appointments Management module, you must first enter the staff members and their schedules as explained previously.

HOW TO DO IT

AccuTrack/AccuSQL provides several ways for setting up appointments:

1) Administrators can schedule appointments for students via the "Quick Scheduler" screen.

2) Administrators can schedule appointments for students via the "Appointments Wizard" screen.

3) Administrators can schedule appointments for students via the "Set Appointment" screen.

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4) Administrators can schedule appointments for students via the "Set Appointment 2 (start by selecting Student)" screen.

5) Administrators can schedule appointments for students via the "Appointments Central" screen.

6) Students can schedule their own appointments via the Appointments Wizard.

7) Students can schedule their own appointments via the "Quick Scheduler" screen.

8) Students can schedule their appointments via the web using the optional *AccuTrack/AccuSQL Web Gateway* module.

We will explore setting appointments via the Quick Scheduler and then using the Appointment Wizard. The other methods for scheduling appointments are very similar to the Appointment Wizard method.

Note: You can decide if you want students to schedule appointments either using the Quick Scheduler or Appointment Wizard by selecting Set Appointments >> Setup and either checking or unchecking the *Use Appointment Wizard instead of Quick Scheduler for student's appointments* box.

Scheduling an Appointment via Quick Scheduler:

You can access the Quick Scheduler as an administrator using Setup Appointments >> Quick Scheduler or student can access it via the Appointments button on the main sign in screen. Either method will open the Quick Scheduler screen:

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Click the Category and then the Activity for the appointment from the list. It will show the tutors that have the activity assigned to them you have selected and also their schedule. You can change the date for the appointment using the right and left arrows in the Select Date area. After you have selected the category, activity, and date, you will see the slots that are available for the tutors. An "O" indicates and open slot. Click on an open slot for the desired tutor and start time and a screen will appear where you can add any appointments notes and change the duration form the default period.

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After you have filled in any additional information, click the Schedule button. If you have it setup, AccuTrack/AccuSQL will send an appointment confirmation to the student and/or tutor. You will then be returned to the Quick Scheduler and the appointment block will be removed.

Scheduling an Appointment via Appointment Wizard

To launch the Appointments Wizard, click on "Set Appointments" in System Administration and then on "Appointment Wizard". You will see a screen like this:

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As an example, let's assume we want to schedule a Biology 1 appointment for the student Dan Arlington. This will be a recursive appointment every Wednesday and Friday with tutor Cindy Bright. Here is how to do it:

1. Select the service you want to schedule the appointment for by selecting the appropriate category and activity. In this case, click "Tutoring" and then "Biology 1".

2. AccuTrack/AccuSQL will display the tutors that help with the selected service.

3. (Optional) Select the tutor you want to schedule the appointment with. In this case click on Cindy Bright.

4. Select the days of the week for this appointment. In this case select Thursday and Friday.

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5. Click Next Page.

6. AccuTrack/AccuSQL will display the tutor's schedule for the selected days from today till the end of the semester. In this case you will see the Cindy Bright's schedule on Thursdays and Fridays until the end of the semester:

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7. Select the Start time of the appointment using the "Select Start Time" drop-down, the duration of the appointment using the "Select Duration" drop-down, and the dates for the appointment. In this case select 9:30 AM, 30 minutes, and some all of the dates for the current month using the >> button. **Tip**: You can automatically select a particular date and time by double clicking on it in the grid.

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8. Click "Set"

9. Select the student you want to schedule the appointment for. In this case select "Dan Arlington" by double clicking on him. Hint: In the Student Name screen on the left you can click and start entering the last name to focus in on that record. Also, if a student is the one running Appointment Wizard, this step would not appear.

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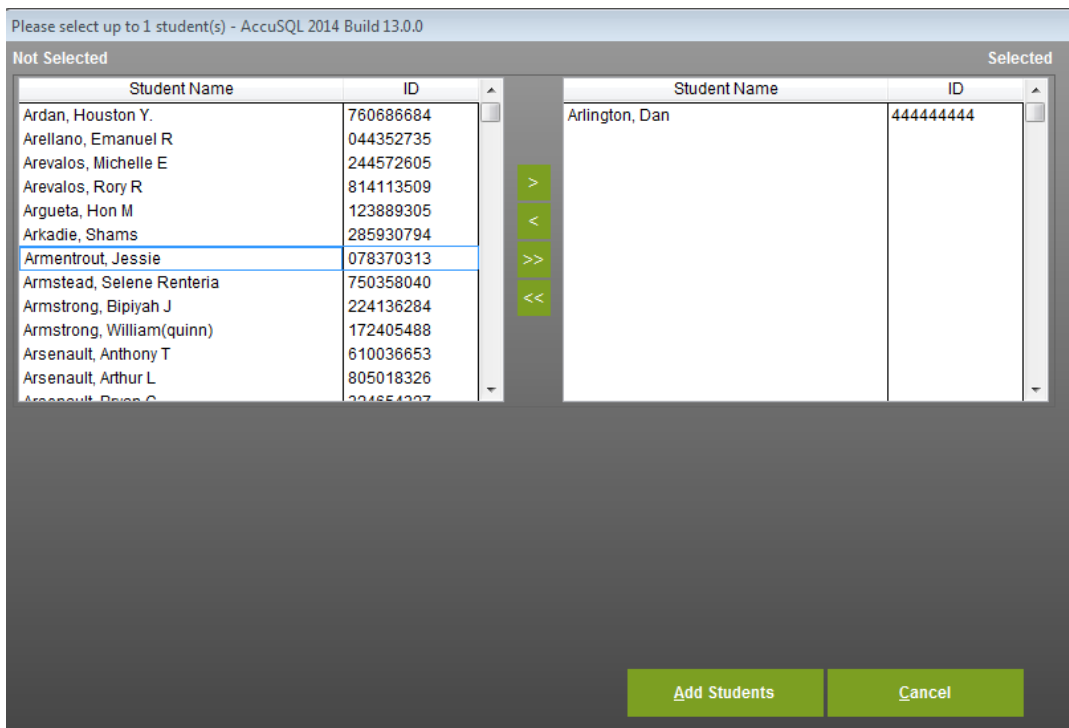
10.   Click Schedule Appointment.

11.   (Optional) Enter appointment short note and click "OK"
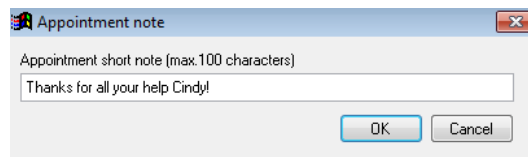
12.   You will see an appointment confirmation print box:

13.   If you want to print a confirmation slip for the student, click on the Student checkbox and click Print. Otherwise click on the Cancel button.

14.   A confirmation box pops up:
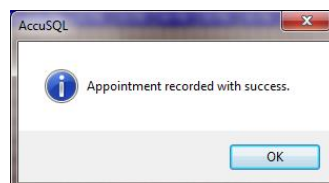
15.   Notice that the timeslots you just scheduled are now shown in either red if it is an exclusive appointment, or in dark green

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if it is a group appointment. This indicates that these timeslots are no longer available for appointments if exclusive, or that the students has scheduled an appointment, but additional slots are available for a group appointment.

16.   If you setup the software to schedule a room for the appointment, you will see a room assignment box. Rooms are added in System >> Rooms.

17.   You schedule a room for each appointment and click on "Done", or click on "Cancel". This completes the appointment scheduling steps.

SENDING EMAIL CONFIRMATION WHEN APPOINTMENTS ARE SET OR CANCELED

You can send an appointment confirmation message to students and staff via email. The confirmation will have the appointment info - including time and class. You can also include upcoming appointments.

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HOW TO DO IT

To enable this feature, go to the Options screen and click on Set Appointments >> Setup >> E-mail Confirmation Options. Make sure the "Email appointment confirmation to student" check box is checked. If you want to send a confirmation to the tutor as well, make sure the "Email appointment confirmation to tutor" is checked too.

(Optional) Check "Send new appointment as outlook calendar to tutor" and "Send new appointment as Outlook calendar to student" if you want these features.
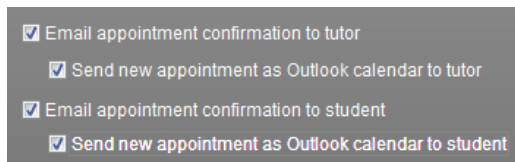
You can also set up the email message subject line and signature by choosing one of the templates on this page:
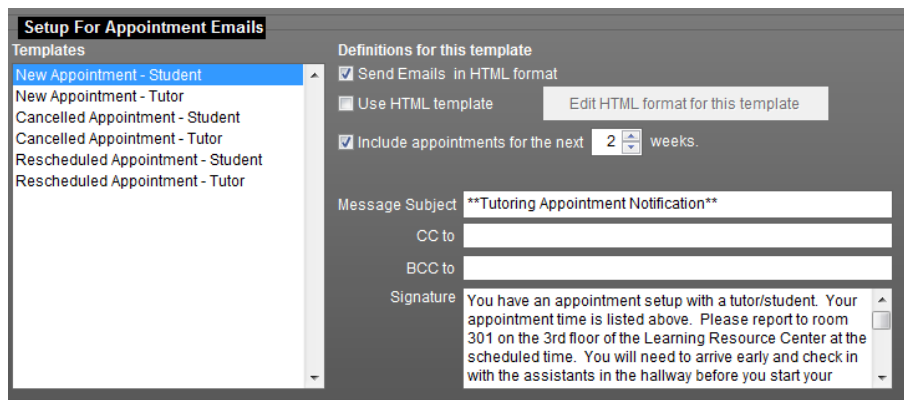
You will also need to set up the email message parameters, include SMTP server name, sender's name, and sender's email address. Go to the Communications >> Setup >> Email Settings node:

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If the above settings are correct, AccuTrack/AccuSQL will email the student or tutor when an appointment is set or canceled.

✍ **Note:** Starting with AccuTrack/AccuSQL12, the system supports Secure Socket Layer (SSL) and Google Gmail servers.

VIEWING AND CANCELING APPOINTMENTS

This screen allows you to view and cancel upcoming appointments.

HOW TO DO IT

In System Administration screen, click on the View Appointments >> View/Cancel: bubba13

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VIEWING APPOINTMENTS

The grid in this screen lists all future appointments. For each appointment, the grid shows the student, student's ID, appointment date, appointment start time, appointment end time, Activity (e.g. class tutored), Staff (e.g. tutor), Exclusive, and Default Instructor.
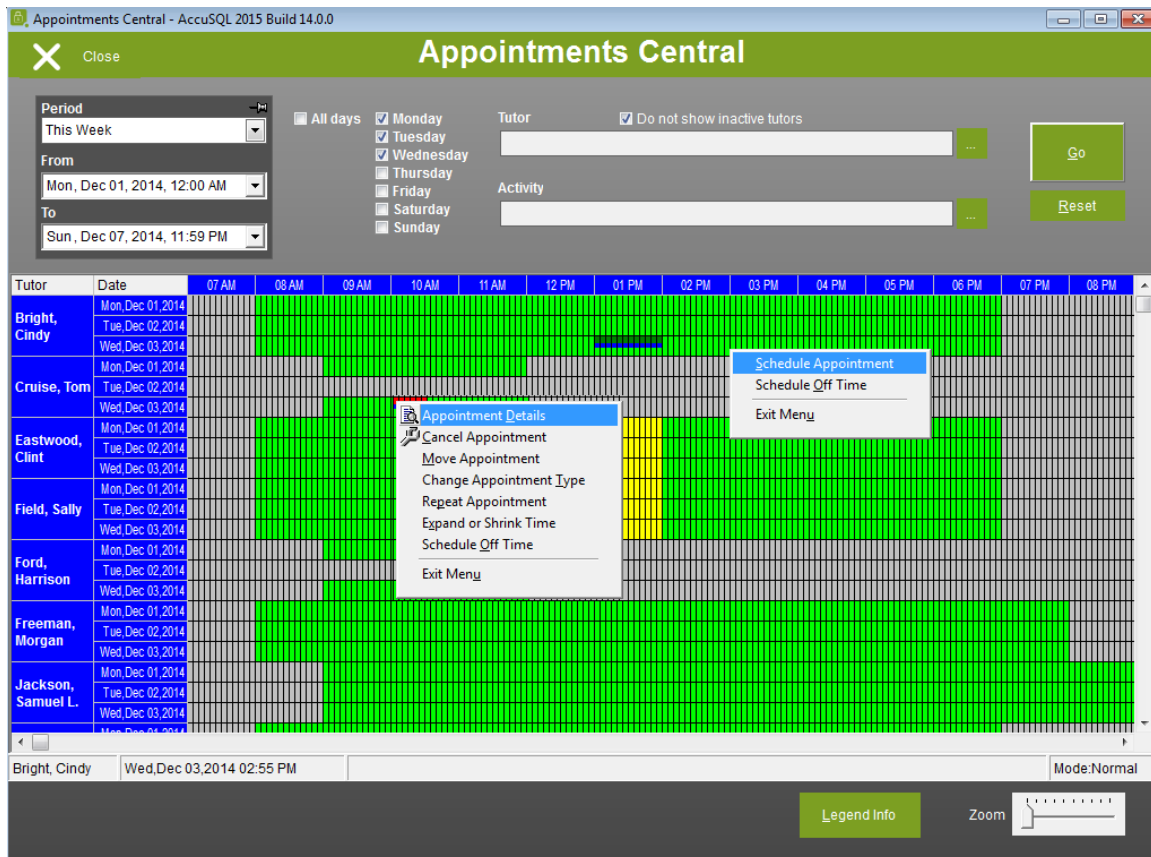
CANCELLING APPOINTMENTS

To cancel an appointment, follow these steps:

1. Locate the appointment and click on the check box in the left-most column. This will select the row and highlight it.

2. If the appointment was canceled by the admin, select the "Cancel by Admin" option. If the appointment was canceled by the student, select the "Cancel by Student" option; otherwise select the "Cancel by Tutor" option.

3. Click on the "Cancel Appointment" button in the lower left of the screen.

4. Click on "Yes" to confirm.

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VIEWING SCHEDULES

AccuTrack/AccuSQL offers several appointment viewers. They are available in the View Appointments menu and also can be accessed by tutors using the Tutor Pad.

In the Set Appointments menu, you can access the Appointments Central option to access a centralized location to view, cancel, reschedule, and copy appointments, among other options. Several options are available by right clicking the mouse in the grid.

APPOINTMENTS REPORTS

Using the appointments data, AccuTrack/AccuSQL can generate the following reports:

SCHEDULED APPOINTMENTS

(Available via the Reports Center >> Appointments Reports >> Scheduled Appointments Report)
Lists upcoming appointments grouped by staff member. Under the staff member's name, the report lists the student, appointment date, start time, end time, class, whether the appointment is recursive, and whether the appointment was canceled. Canceled appointments will be shown with a ~~strikethrough~~.

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AccuSQL Report

Scheduled Appointments

09/05/2012 - 12/16/2012

Bright, Cindy

Student	Date		Start	End	Activity	Exc.	Off
Hendrix, Jim M	09/17/2012	M	02:00 PM	03:00 PM	Anatomy & Phys 1	Y	N
Arlington, Dan	09/17/2012	M	04:00 PM	05:00 PM	Adv PC OS Windows	Y	N
Hendrix, Jim M	09/18/2012	T	08:00 PM	08:30 PM	Advanced C++ Program	Y	N
Hendrix, Jim M	09/24/2012	M	07:00 PM	07:15 PM	Advanced C++ Program	Y	N
Philips, Tom	09/26/2012	W	02:30 PM	03:30 PM	Advanced Database	N	N
Abbott, Meccsha E	10/01/2012	M	02:00 PM	02:30 PM	Advanced Algebra	N	N
Arlington, Dan	10/01/2012	M	04:00 PM	05:00 PM	Advanced C++ Program	N	N
Arlington, Dan	10/09/2012	T	04:00 PM	05:00 PM	Biology 1	N	N

Freeman, Morgan

Student	Date		Start	End	Activity	Exc.	Off
Arlington, Dan	09/18/2012	T	09:00 AM	09:30 AM	Advanced C++ Program	Y	N
Dee, Mickey	09/19/2012	W	10:00 AM	10:30 AM	Advanced Database	Y	N
Arlington, Dan	09/19/2012	W	12:30 PM	01:00 PM	Anatomy & Phys 1	N	N
Philips, Tom	09/19/2012	W	12:30 PM	01:00 PM	Advanced C++ Program	N	N
Harrison, Ron	09/26/2012	W	01:00 PM	02:00 PM	Advanced Visual Basic	N	N
Petty, Jim Lee	09/26/2012	W	02:00 PM	03:00 PM	Anatomy & Phys 1	N	N
Petty, Jim Lee	09/27/2012	R	01:00 PM	02:00 PM	Biology 1	N	N
Arlington, Dan	10/11/2012	R	09:30 AM	10:00 AM	Applied Psychology	N	N
Abbott, Meccsha E	10/11/2012	R	11:00 AM	11:30 AM	Applied Psychology	N	N
Abel, Ellie A	10/11/2012	R	11:00 AM	11:30 AM	Applied Psychology	N	N
Arlington, Dan	10/12/2012	F	09:30 AM	10:00 AM	Applied Psychology	N	N
Abel, Ellie A	10/12/2012	F	11:00 AM	11:30 AM	Applied Psychology	N	N
Harrison, Ron	10/17/2012	W	10:00 AM	10:30 AM	Advanced Visual Basic	N	N
Arlington, Dan	10/18/2012	R	09:30 AM	10:00 AM	Applied Psychology	N	N
Abel, Ellie A	10/18/2012	R	11:00 AM	11:30 AM	Applied Psychology	N	N
Fortich, Nicole P	10/18/2012	R	12:30 PM	01:30 PM	European History	N	N
Arlington, Dan	10/19/2012	F	09:30 AM	10:00 AM	Applied Psychology	N	N
Abel, Ellie A	10/19/2012	F	11:00 AM	11:30 AM	Applied Psychology	N	N

OPEN SLOTS REPORT

(Available via Reports Center >> Appointment Reports >> Appointment Open Slots Report) This is a report shows the open appointments slots for each tutor. The open slots are indicated by blank squares. Each square represents a 15-minute block. Busy centers can print out this report to use as a quick reference for finding open slots for walk-in students.

TRACKING APPOINTMENTS NO-SHOWS

By comparing the appointments records to the sign-in records, AccuTrack/AccuSQL can automatically figure out when students do not show up for their appointments. You can see this information on screen or in a special report, and you can enter comments on the no-show. AccuTrack/AccuSQL even allows you to freeze appointment if a certain number of no-shows is reached.

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VIEWING NO-SHOWS

To view the appointments' no-shows, click on the Appointments –> No-Shows in the System Administration screen.

The grid in this screen lists appointments for which students did not show up. The rules for no-shows are set in the Options screen.

Use the edit box under this list to enter the reason for the no-show. Simply select a record by highlighting it and then type the no-show reason in the edit box. The entry is saved automatically.

NO-SHOWS REPORT

(Available via Reports Center >> Appointment Reports >> Appointment No-Shows Report)
Shows students that missed their appointments and the reason for the no-show (if entered). The data is grouped by staff member.

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NO-SHOW RESTRICTIONS

You can freeze appointments when a maximum number of no-shows is reached. Admin can set the maximum number of no-shows, over-write restrictions, and void excused no-shows on case-by-case bases.

To set the no-show restrictions, go to the View Appointments screen and click on the Setup tab and then select Restrictions Options. To enable no-show restrictions, check the box "Freeze new appointments if no-shows exceed" and enter the maximum number of no-shows allowed.

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TRACKING APPOINTMENTS CANCELLATIONS

AccuTrack/AccuSQL can track and report on appointment cancellations. If you like, AccuTrack/AccuSQL can freeze future appointments for a student after a maximum number of allowed cancellations is reached.

VIEWING CANCELLATIONS

To view cancelled appointments, click on Appointments >> View Cancellations. You will see this screen:

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This screen lists cancelled appointments. You can use the filters on the right side of the screen to filter the list of cancellations. You can also "void" a cancellation. Voiding a cancellation will delete the appointment record, thus neither the appointment nor the cancellation will appear in AccuTrack/AccuSQL.

CANCELLATION RESTRICTIONS

You can set up AccuTrack/AccuSQL to freeze appointments when a maximum number of cancellations or no-shows is reached. Administrators can set this maximum and can also overwrite the freeze on a case-by-case basis. The number of cancellations is calculated from the beginning of the semester.

To set the cancellations restrictions, go to the View Appointments >> Setup >> Restrictions Options. To enable the restrictions, check the box "Freeze new appointments if cancellations exceed" and enter the maximum number of cancellations allowed.

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EMAIL REMINDERS

You can setup AccuTrack/AccuSQL to remind students about their upcoming appointments. The software can also email students if they miss their appointments.

HOW TO DO IT

To set up AccuTrack/AccuSQL to automatically email an appointment reminder message to students before the appointment, first go to the Set Appointments screen and click Setup then "Email Reminders Options".

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Make sure that the "Send appointment reminder emails" checkbox is checked. You can also change the text of the email reminder message by changing the reminder email template.

(Optional) Check "Send appointment reminder via Text Messaging" if you wish to send appointment reminders to your students via a text to their cell phone.

To set up AccuTrack/AccuSQL to automatically email a no-show notification email, simply check "Send no-show notification emails" box in the Email Reminders node of the Options screen. You can change the format of the reminder message by using the template box under this option.

There are several merge fields you can use in your email notifications. Merge fields merge the data from the student and/or tutor records into the email that is sent. Merge fields are enclosed in special characters. For example, the merge field <<StudentName>> would merge the name of the student that did not show up for the appointment in the email. Please consult your AccuTrack/AccuSQL/AccuSQL Reference Manual for a complete list of available merge fields.

TRACKING LOANED MATERIALS

AccuTrack/AccuSQL can help you track materials that you loan to your students. For example, if your students check out DVDs, you can use AccuTrack/AccuSQL to track them and their usage. To start, you will need to assign a unique ID number to each item. You will then need to enter your media stock into AccuTrack/AccuSQL.

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ENTERING YOUR MEDIA STOCK

Click on Media Check-out >> Media Stock. You will see this screen:

Here is how to add an item to this screen:

1. Click on "Add" button. Type the media ID number in the ID box. For example, type "0010".

2. Select media type from the Type drop-down list box. For Example, select "Book". If the type is not there, click on the "…" button and add it.

3. Type the media title. For example, type "Learn Spanish in 2 Weeks"

4. Select the Lab ID. This selection associates Media Stock with a Particular Lab ID so that you may track which center/lab the resource is borrowed from.

5. (Optional): Enter the Instructor's name.

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6. (Optional): Enter maximum checkout time for this media item

7. (Optional): Enter a note regarding this media. For example, type "Place on Shelf A".

8. Click on "Save".

👓 **Note:** In addition to entering the media stock manually, you can import the data from a text file using the AccuTrack/AccuSQL Import Wizard.

MEDIA CHECKOUTS

Now that you have entered your media, you are ready to check this media out. The checkout module reports on media usage and late returns.

CHECKING MEDIA OUT

To check media out, click on Media Check-out >> Media CheckIn/Out.

Here is an example checkout:

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1. Enter the media ID (e.g. 0010) in the Media ID box. AccuTrack/AccuSQL will automatically display the item's title, instructor, type, max out, note, and status (in/out). It will also calculate and show and due time in the "Due Back" box.

2. (Optional) Change the due back time by typing a different date and time.

3. (Optional) Type a note in the "Note" box.

4. Enter the ID number of the student checking this media out. For example, type "123-33-3333" in the Student ID box. AccuTrack/AccuSQL will show the student's name, phone number, and number of checked out items - if any. AccuTrack/AccuSQL will also show these items in the "Student has" list box.

5. (Optional) Select the student's instructor from the Instructor drop-down list. Some centers collect this info to contact the instructor if the student does not return the checked out items

6. (Optional) Select the student's class from the drop-down list box.

7. Click on the "Check Out" button.

☞ **Note:** You can use the Lookup box of this screen to find a certain media item:
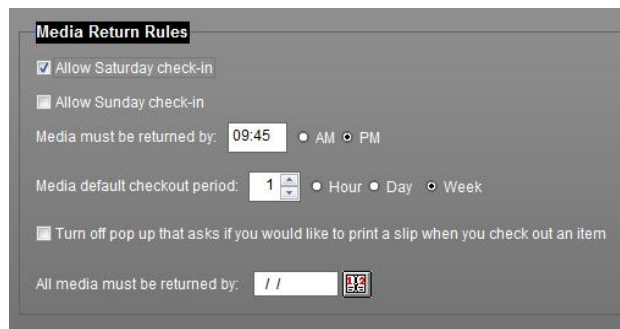
CHECKING MEDIA IN

1. Enter the media ID (e.g. 0010) in the Media ID box. AccuTrack/AccuSQL will automatically display the media information, including who has it checked out.

2. Click on the "Check In" button at the bottom.

SETTING CHECKOUT OPTIONS

As mentioned above AccuTrack/AccuSQL suggests a due back time when you check media out. You can set up how this time is calculated via the Media Checkouts >> Setup >> Media Check-out Options screen.

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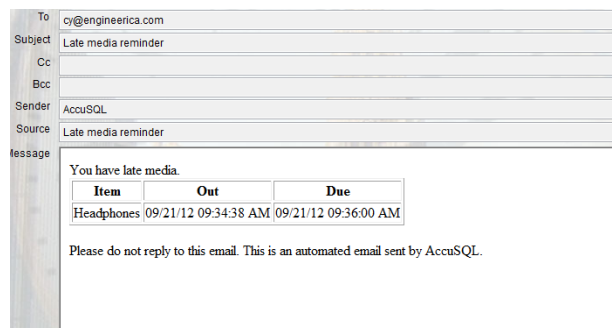
🖰 **Note:** If the checkout time is entered in the Main Media screen, that time takes precedence over the media checkout time entered in this screen.

LATE MEDIA REMINDER

If a student has not returned a loaned media after the due back date, the student would receive a late media reminder email:
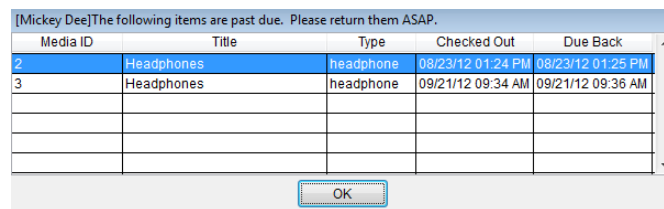
AccuTrack/AccuSQL also displays a message to remind the student of the late media when the student signs in to AccuTrack/AccuSQL or Computer Lab Plug-in:

🖰 **Note:** The late media message will display at the sign-in screen every time the student signs in until the media is checked back in.

LOANED MEDIA REPORTS

MEDIA CHECKOUTS REPORT

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(Available in Reports Center >> Media Check-Outs Reports >> Media Checkouts Report) This report shows the media checkout records. For each title, the report shows the checkout time, check in or due back time, student, and checkout note. The report also shows the total number of checkouts for each title and the total checkouts of all media during the reporting period.

LATE MEDIA REPORT

(Available in Reports Center >> Media Check-Outs Reports >> Late Media Report) This report shows late returns for media checked out during the reporting period. The report gives detailed information about late media, including media ID, title, due time, check out time, and how late it is. It also gives information about the student who checked it out, his or her phone number, ID #, instructor (if entered) and class (if entered).

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AccuSQL Report
Late Media Report
01/01/2013 12:00 - 12/31/2013 11:59

Headphones

Media ID: 15		Title: Headphones	
Due: 03/22/2013 02:33	**Out:** 03/21/2013 02:33	**Late:** 5111 hr 45 min.	
Student: David Arlington		**Phone:**	**ID:**
Instructor:		**Activity:**	
Note: please return on time			

Media ID: 1		Title: Headphones	
Due: 03/22/2013 02:39	**Out:** 03/21/2013 02:39	**Late:** 5111 hr 39 min.	
Student: David Arlington		**Phone:**	**ID:**
Instructor:		**Activity:**	

Media ID: 8		Title: Headphones	
Due: 10/18/2013 11:25	**Out:** 10/17/2013 11:25	**Late:** 74 hr 53 min.	
Student: Paul Shore		**Phone:** (555)111-2221	**ID:**
Instructor:		**Activity:**	

Late Headphones: 3

Reference

Media ID: 1006		Title: MLA Handbook for Writers of Research Pap	
Due: 03/11/2013 10:56	**Out:** 03/11/2013 09:56	**Late:** 5379 hr 22 min.	
Student: Harrison Ron		**Phone:**	**ID:**
Instructor:		**Activity:**	
Note: Checked out by Susie			

Late Reference: 1

Total Number of Late Media: 4

TRACKING SEMINARS AND WORKSHOPS

You can use AccuTrack/AccuSQL for registering students to seminars and workshops. You start by entering your seminar's info and then you allow registering students to it. The software will record the seminar's registration and will report on it.

ADDING SEMINARS

From System Administration, click on Seminars –>Seminars:

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Here is how to add a new seminar:

1. Click on the "Add" button.

2. Enter the seminar's title. For example, enter "Effective Web Research".

3. Enter the last date allowed for registration. For example, enter November 3, 2019.

4. Enter the seminar's start date and time. For example, enter 9:00 AM on November 10, 2019.

5. Enter the seminar's end data and time. For example, enter 9:15 AM on November 10, 2019.

6. Enter the maximum number of allowed attendees in the capacity box For example, type 10.

7. Enter the location of the seminar. For example, type Main Computer Lab.

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8. Enter the presenter of the seminar. For example, type Bill Gates

9. Enter a description of the seminar. For example, type "Learn how to make effective research on the web. Includes a visit to a number of specialized research websites."

10. Click on "Save".

CHECKING SEMINAR'S STATUS

To check on the status of the seminar, click on Seminars –> Seminar Status:

The list box at the top shows upcoming seminars. Select the seminar you want to check by clicking on it. You will see a list of students registered for the selected seminar. You will also see statistics on the number of registered students, the seminar's capacity, and number of available seats.

The Seminar Status screen can also be used to modify the registration list. Simply move students between the registered and unregistered list and then click on Save.

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✍ **Note:** AccuTrack/AccuSQL sends seminar reminders to students the day before the seminar starts.

STUDENTS REGISTRATION IN SEMINARS

To enable students to self-register to seminars, go to Sign-in Setup >> Setup >> Welcome Screen Options and make sure that "Seminar Sign up" is checked:
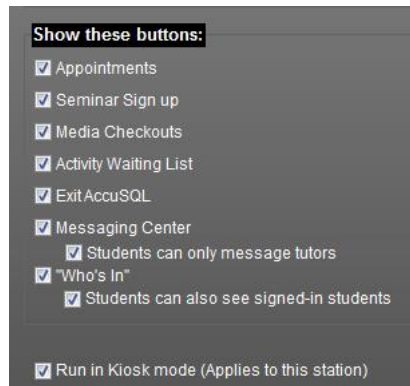
Click on "Save" button. This will cause a seminar sign-up button to appear in the student sign-in screen:
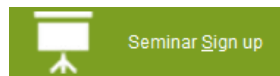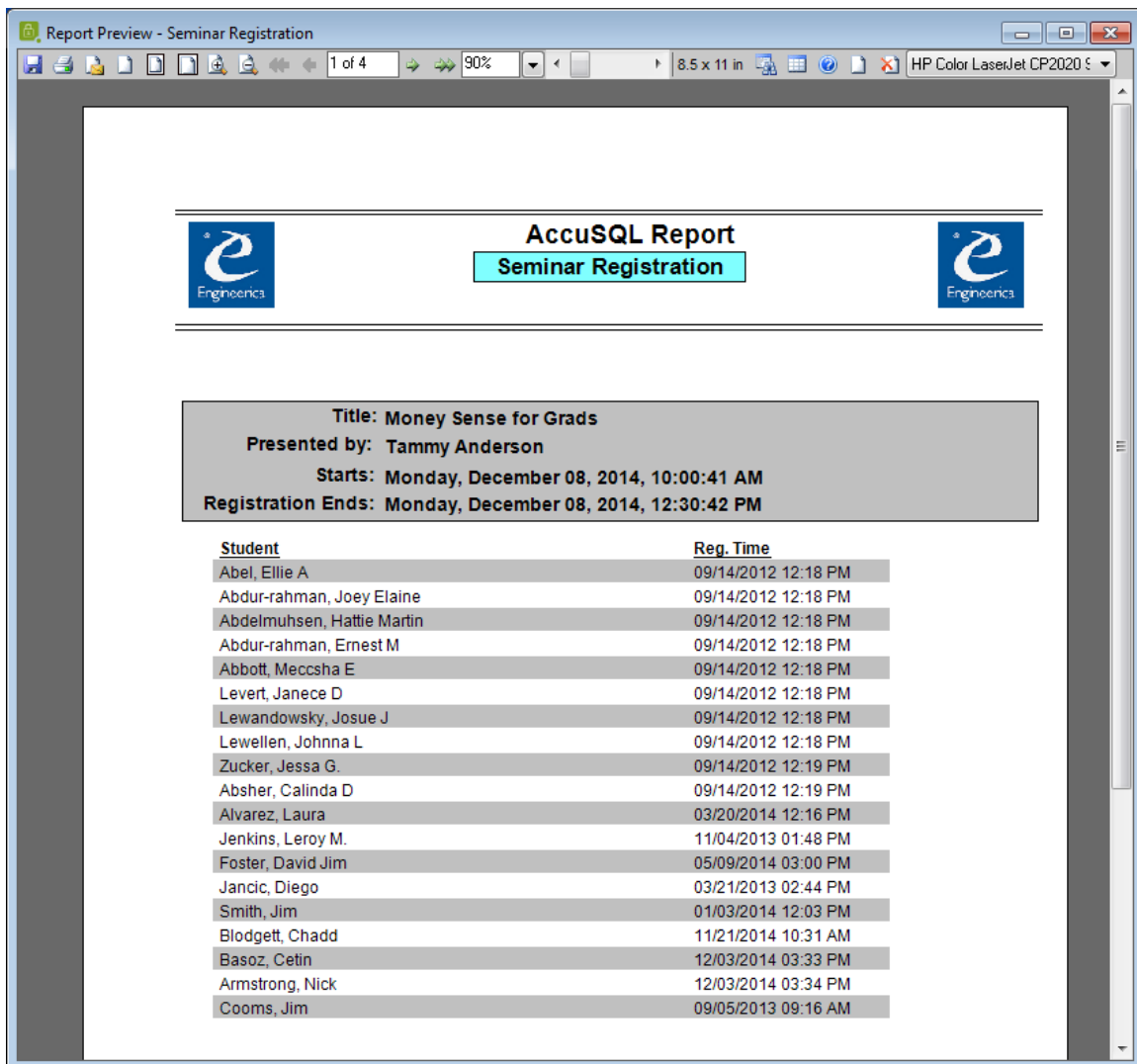

Students can click on this button to view and sign up for seminars.

✍ **Note:** If you have the AccuTrack/AccuSQL Web Gateway module, students can also register for seminars via the web.

SEMINAR REGISTRATION REPORT

(Available in Reports Center >> Seminar Reports >> Seminar Registration Report)

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This report lists upcoming seminars and shows the students registered for each seminar.

MESSAGING

AccuTrack/AccuSQL allows you to send messages to students and staff using several delivery methods, including AccuTrack/AccuSQL itself, email, and/or text messaging. When the user signs in or out and you send the message through AccuTrack/AccuSQL, the message will pop up at sign -in. The user can then delete the message or keep it as a reminder. This feature is useful to communicate with students visiting your center. For example, you can use it to arrange for meetings or tell a student that her book is ready to be picked up at the front desk.

HOW IT WORKS

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From the System Administration screen click on Communications >> Messaging Center to launch the Messaging Center Screen.


1. Select the recipients for your message from the Recipients list box. In this example, all tutors were selected.

2. Type the subject of the message in the *Subject* box

3. Type your name in the *Sender* box.

4. Type your message in the *Message* box. For example, type "Remember, we have a required meeting for all active tutors on October 30 at 10AM!"

5. Select "AccuTrack/AccuSQL" or "AccuSQL" in the "Send Via" option group

6. (Optional) Check the checkbox "If sending Text Messaging, include those who opted not to receive".

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7. Select "Sign in" if you want to send out the message when students signing in. Select "Sign out" if you want to send out the message when students signing out.

8. (Optional) Enter the expiration date of your message. The default is for one week. This function is useful for automatically removing messages that are useless after a certain date

9. Click on "Send". You will see a confirmation message.

RECEIVING MESSAGES

When the recipient of the message signs in or out, the message delivery box will appear:
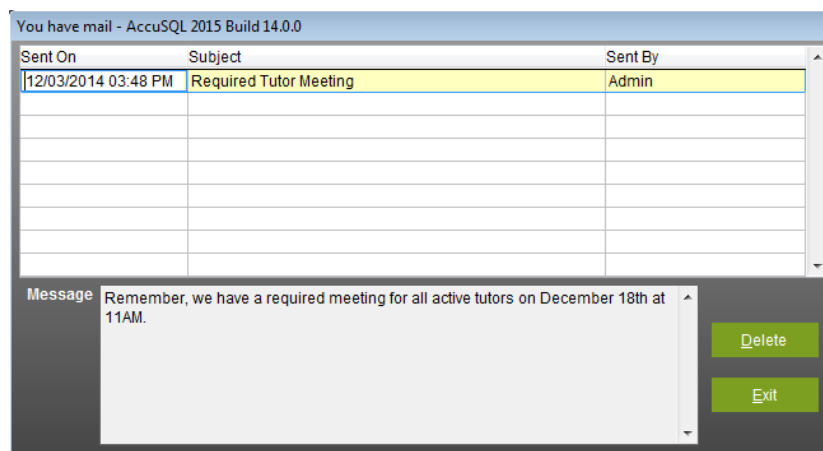
To read the message, the user will click on its row. The user will have the option of deleting this message or keeping as a reminder at the next sign in or sign out time.
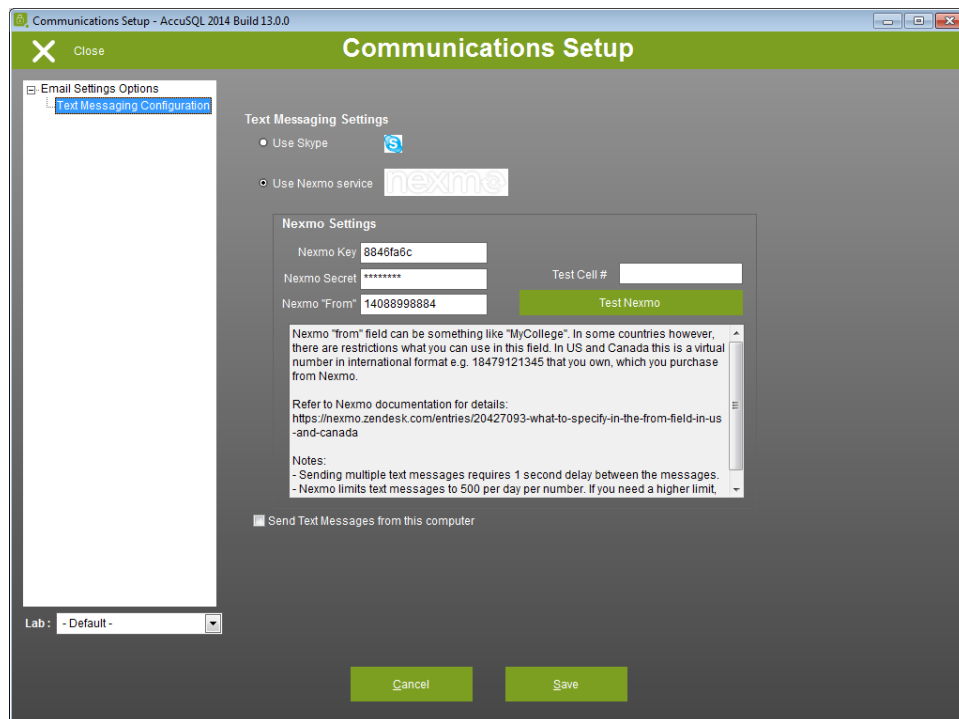
TEXT MESSAGING

AccuTrack/AccuSQL also allows you to send messages to students and tutors via *Short Message Service* (SMS). SMS is short text message sent to cell phones. We support SMS via Nexmo. You can also enable sending SMS on Waiting List and Intake System screens.

HOW TO DO IT

To use this feature, you need to have a Nexmo account with Nexmo credits from http://www.nexmo.com

From the System Administration screen click on Communications >> Setup >> Text Messaging Configuration:

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If the student does not want to receive Text messages on his/her cell phone, check the box next to their cell phone entry box:

However, you can over-ride the opt-out option by checking the box in the Messaging Center. This might be useful in emergencies.

✍ **Note:** You need to assign a computer to send the Skype messages. You must be logged in to your Skype account on this computer. Launch AccuTrack/AccuSQL and check the box "Send SMS reminders from this computer" in the System >> Setup >> Text Messaging Configuration screen:

However, for Nexmo you don't need to assign a computer, nor you need to be logged in to your account. It works similar to emailing. If you have access to internet, then that is enough for Nexmo.

CHECKING WHO'S IN

AccuTrack/AccuSQL allows you to see a list of signed in students and staff members at any time. This is useful to check on the attendance status of your students and staff.

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HOW TO DO IT

To see a list of users currently signed in students and/or tutors, click on te "**Who's In**" in the Student Visits Tracking or Tutor Visits Tracking screen.

The list box in the center of the screen lists signed in users in **alphabetical** order by last name. For each user, you will see the date and time of the sign in, and the activity they signed in to.

To see a list of users who are signed out, click on the "**Show Out**" button.

To view the sign-in status of your staff, click on the "Tutor" option box on the left side of the screen.

To view pictures of users, check "**Show pictures**" checkbox on the top of the screen.

QUERY GENERATOR

AccuTrack/AccuSQL allows you to create queries and generate different formats of report. You can create a query with the choice of your own fields and filters, and you can save your queries too. AccuTrack/AccuSQL lets you reuse your queries to generate reports in the future.

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HOW TO DO IT

To use Query Generator, click on Query Generator in the System Administration screen. If you do not see this feature, please click on "Expanded View" on the lower left of the screen.
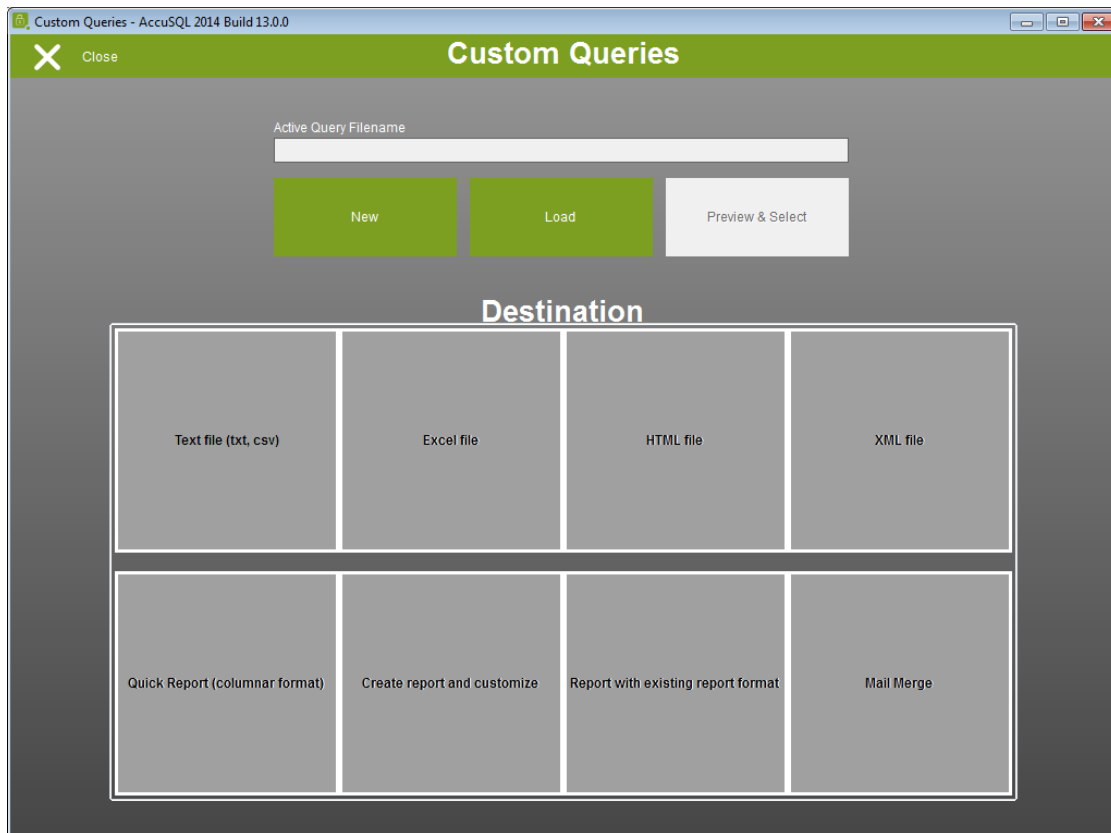
1. Click on "New" to start.

2. Select an entity to base your query on and click "Next".

3. Expand properties and select the properties you want to display on the report. Click "Next".

4. (Optional) Specify filter criteria based on the properties you selected on step 3. Click "Add filter". Click "Next".

5. (Optional) Select properties to sort by.

6. (Optional) Click on the "…" button next to "Save as". Enter a name for this query and click "Open".

7. Click "Finish".

8. (Optional) Click on "Preview & Select" button to preview the data

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9. Select a format to display your report.

〰 **Note:** If you would like to reuse your query to generate a report, you would click on "Load" button on this screen. Select the query that you saved earlier and click "OK". Select a format to display your report.

GENERATING REPORTS

The Reports Center allows you to get flexible reports on your center's operations. There are over 90 different reports to choose from, and you control the reporting period and filters of each report.

HOW TO DO IT

To generate reports, click on the "**Reports Center**" console on the right side of the main System Administration screen:
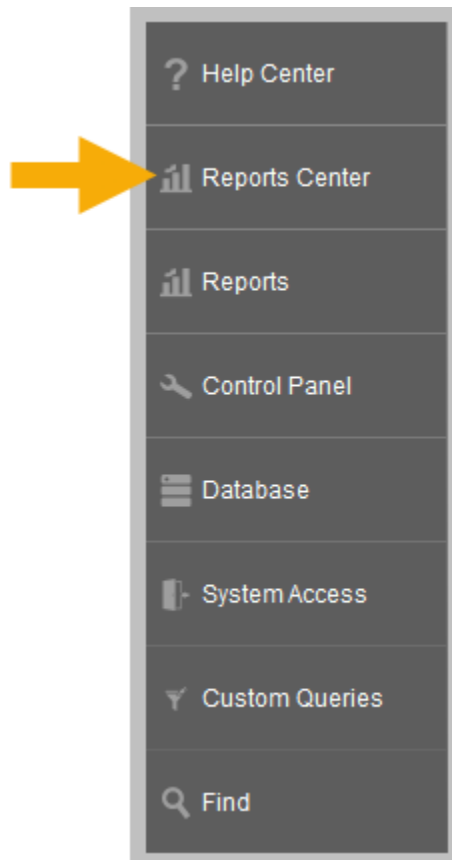
As an example, here is how to generate an Activity Detail report:

1. Select a Report and Click the Zoom button. The Zoom button is available in Column Mode view and List Mode view.
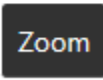
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2. Select any applicable Filters.

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3. Click the Run button.

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4. You will see the Report generate in PDF format.

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REPOREPORT TOOLBOX

When viewing a report, you'll see the Report Toolbar:

Here is what these buttons do:

Button	Function
	Save report as a PDF file.
	Print or Fax report.
	Email report.
	Zoom 100%
	Show whole page.
	Zoom to page width.
	Zoom in.
	Zoom out.
	Go to first page.
	Go to previous page.
12 of 70	Go to page.
	Go to next page.

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➡	Go to last page.
100% ▼	Change zoom factor.
◄ ►	Page navigator.
🖼	Find text.
⊞	Show grid.
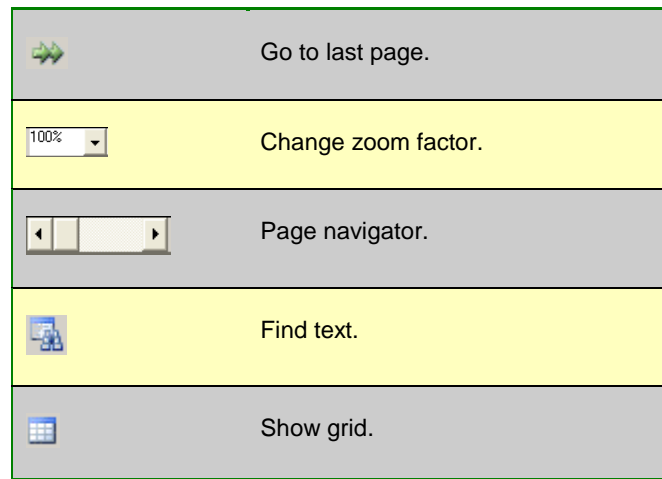
TRAFFIC ANALYSIS

AccuTrack/AccuSQL provides you with a great tool for examining your center's usage patterns. Using powerful programming technology, AccuTrack/AccuSQL will generate the usage data, pass it to Microsoft Excel, and will then tell Excel to create over 10 charts and tables that show traffic patterns.

HOW TO DO IT

1. From the Report screen, select the reporting period you want to examine.

2. Click on the "Visits Reports" node and select the "Chart Visits" node.

3. Click on the "Show Report" button.

After some number crunching, you will see an *Excel* workbook with many sheets. Each sheet contains a graph or a table.

The charts and tables include visits per week, visits per day of the week, visits per hour, visits per activity, number of returns distributions, and others.

Important: When you run the Chart Visit report, you must wait for it to completely finish before closing MS Excel, or you will get an error. You can tell when the report is done by watching the status box in AccuTrack/AccuSQL. When the status box disappears, the report is complete:

Sending data to Excel...

EXPORTING DATA

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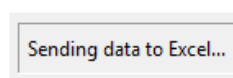
In some cases you might want to use AccuTrack/AccuSQL data in other applications. For example, if you pay your staff by the hour, it would be beneficial to export their work hours to your payroll application. Also, if you know how to use MS Excel, you can export your data to it and use the powerful data manipulation tools Excel provides such as sorting, filtering, and charting.

HOW TO DO IT

1. Go to the Reports screen and select the report whose data you want to export.

2. Select the reporting period.

3. (Optional) Apply any needed data filters.

4. Click on the "Export Data" button.

5. Select the output type: Excel, SDF, Comma delimited, or Excel direct.

6. Click on "OK".

7. Select a location for the exported file and enter its name.

8. Click on "Save".

Note: The time-format of the sign-in period in all exported files will be in <u>seconds</u>. You can use Excel to divide this column by 3600 to get the time in hours.

OTHER SCREENS

This manual does not cover all the AccuTrack/AccuSQL screens. The following is a list of some of screens that are not covered in this manual. You can get detailed information on all screens in the AccuTrack/AccuSQL Reference Manual.

Access Groups: Use to set up groups with customized access to system administration. For example, you can create a "Tutors" group that can enter comments on sign in sessions and send email messages, but cannot do anything else. This screen is accessible through the System Access screen.

Admin ID: Use to change your System Administration sign-in ID. This screen is accessible through the System Access screen.

Backup: Use to make a copy of your AccuTrack/AccuSQL data files. This option is available through the Database screen. This feature only applies to AccuTrack/AccuSQL FoxPro version. It does not apply to AccuSQL version.

Center Off times: Use to enter closure time to exclude from appointments. For example, use to enter holidays.

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Clean: Use to remove records deleted in other screens. This option is available through the Database screen. This feature only applies to AccuTrack/AccuSQL FoxPro version. It does not apply to AccuSQL version.

Delete: Use to selectively delete records from the AccuTrack/AccuSQL tables. This option is available through the Database screen.

Edit Staff Logs: Use to edit staff sign-in records, including sign-in time, sign-out time, and selected activity. This screen is accessible through the Staff screen.

Edit Student Logs: Use to edit student sign-in records, including sign-in time, sign-out time, and selected activity. This screen is accessible through the Students screen.

Import: Use this option to import your student data from a text file. This option is available through the Database screen.

Modify Students: Use this screen to add students manually or to edit their information. You can enter or edit student's ID number, name, contact info, and answers to profile questions.

Multi-Lab Access: Use this feature to track attendance in multiple labs or areas while running from a shared database.

Password: Use to change your System Administration password. This screen is accessible through the System Access screen.

Registration: This screen allows you to maintain students' class registration data. Using this data, you can set up AccuTrack/AccuSQL to only show the registered classes when students sign in.

Reset Passwords: Use to reset the student's passwords (helpful for web module)

Rooms: Use to enter rooms available for appointments. Useful if you need to schedule rooms for appointments.

Send Error File: (Available via the Help Center) If you encounter an error in AccuTrack/AccuSQL and you want to report it to the AccuTrack/AccuSQL support team, click on this button to email your error log. For this to work you need to enter your email settings in the options screen.

Session Questionnaire: This feature lets you setup a survey for your tutors about the session they have attended. A report can be generated based on their answers.

Set Appointments: This screen allows you to schedule appointments in a quicker way.

Setup Configuration Wizard: This wizard will help you set up the configuration options for AccuTrack/AccuSQL. Simply answer the questions and AccuTrack/AccuSQL will do the rest.

Sign Staff In: Use this screen to sign staff members in manually. Useful if staff member forgot to sign in or to enter hours worked outside the center.

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Sign Staff Out: Use to sign staff members out manually. Useful if staff member forgot to sign out.

Sign-in stations: Shows the network card ID associated with sign-ins. Useful for Computer Lab plug-in software.

Sign Students In: Use this screen to sign students in manually. Useful for entering off-site appointments, or to sign in a group of users quickly.

Student Groups: Allows you to create groups of students to use in reports filtering.

Support Forum: (Available via the Help Center) Use this button to visit the AccuTrack/AccuSQL on-line support forum. The forum provides free assistance with your AccuTrack/AccuSQL issues.

Survey Manager: This feature lets you create and publish your own surveys to your select students and tutors. Surveys can be set to display for a certain period of time.

System Administrators: Use to add members to the access groups you created in the Groups screen. For example, add the tutors and assign them the "Tutors" access groups so they can enter comments on sign-in sessions. This screen is accessible through the System Access screen.

Tutor Advanced Scheduler: This feature allows you to create a special schedule for a period of time for your tutors. You can specify what activity and service your tutor will be tutoring during this period.

Tutor Groups: Allows you to create groups of tutors to use in reports filtering.

Tutor Off times: Use to enter staff off time such as sick and vacation time. Off time will be skipped when looking for open appointment spots.

Tutoring Requests: This screen allows you to track students' requests for services. You can also track the assignments of these students to staff members.

Update Checker: (Available via the Help Center) Use this button to check for and download new updates to AccuTrack/AccuSQL.

Updates Site: (Available via the Help Center) Use this button to visit a web page with information about the status of your AccuTrack/AccuSQL version, updates, and known bugs.

INSTALLATION TROUBLESHOOTING GUIDE

Problem: AccuTrack/AccuSQL is not covering the whole screen. It appears in the center and I can see the rest of my desktop from the sides.

Answer: Your computer is set for a larger screen area (1024*768, 1280*1024, etc.) The larger the area the smaller will AccuTrack/AccuSQL appear. However, it will always be in the center. To make AccuTrack/AccuSQL cover the whole screen, change its area to 800*600.

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Problem: The <mark>colors</mark> don't look right. The font is not crisp, the images are pixilated, and the background has shades of gray on it like a photo negative.

Answer: Your computer is running at low colors (16 or 256 colors). Change the setting to high color (16 bit) or true color (32 bit).

Problem: The system is not accepting my administration <mark>password</mark>.

Answer: Passwords are case sensitive. Make sure you are entering the password in the correct capitalization.

Problem: When I try to add a new record or use the software, I am getting an error "can't <mark>update cursor</mark>", and non-of my changes are saved. What's wrong?

Answer: You may not have write rights on the hard drive and AccuTrack/AccuSQL cannot update the file. Check with your network administrator and request that AccuTrack/AccuSQL gets both read and write rights to the directory where its files are stored.

Problem: On my Windows 7 computer, and when I try to run setup.exe, I get the error message, "Installation of this product requires system <mark>administrator privileges</mark>." What's wrong?

Answer: The message indicates that you have limited access writes to your Windows computer. AccuTrack/AccuSQL installation program copies files to your hard drive and writes data to the registry. For these operations to succeed, you need to have sufficient "write-access" rights. Contact your system administration for help.

Question: I have an <mark>idea</mark> for improving the software. How can I tell you about it?

Answer: We would like to hear about your suggestions and ideas for improving AccuTrack/AccuSQL. Please drop your suggestion in the AccuTrack/AccuSQL suggestion box on web:

http://accu.uservoice.com

Question: How do I <mark>contact</mark> you?

Answer: You can e-mail us at this address: info@accutrack.org

Or visit the AccuTrack/AccuSQL web site at http://www.AccuTrack/AccuSQL.org for other contact info.

ACCUTRACK/ACCUSQL WEB SITE

You can access a wealth of information on AccuTrack/AccuSQL via its web site. Here are some of things you can find:

- Latest AccuTrack/AccuSQL **news and updates**.

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- Info on AccuTrack/AccuSQL's **accessories** (e.g. training CD).

- AccuTrack/AccuSQL's on-line **Support Forum** where you can get free support from the AccuTrack/AccuSQL team and other users. For instructions on using the on-line forum, visit: http://www.accutrack.org/support/support_board.htm

- Our latest contact information, including phone, fax, email, and postal address.

To visit the AccuTrack/AccuSQL or AccuSQL website, point your browser to address:

www.engineerica.com/accutrack

www.engineerica.com/accusql

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