

# ClockWork

## ENTERPRISE

Complete Scheduling and Data Tracking Software  
for Student Services Departments at Universities and Colleges



### Information Management:

- Disability Services • Counseling Services
  - Career Services • Academic Skills
- International Students • Health Services
  - Equity Services • Veterans Services

TEST AND EXAM BOOKING  
ACCOMMODATION LETTERS  
CASE MANAGEMENT & SESSION NOTES  
SERVICE PROVIDERS MANAGEMENT  
TUTORING & NOTETAKING MANAGEMENT  
ALTERNATIVE FORMAT TEXT & MEDIA  
REPORTS & FORMS  
INSTANT MESSAGING

### Online Booking Access:

TESTS & EXAMS  
(Students/Instructors)  
APPOINTMENTS  
TUTORING  
WORKSHOPS & EVENTS

### Online Access:

ACCOMMODATION LETTERS  
(Students/Instructors)  
SELF REGISTRATION  
INTAKE FORMS  
NOTETAKERS  
SURVEY

*Now available as either a cloud-based  
hosted service or as a local on-premise system*



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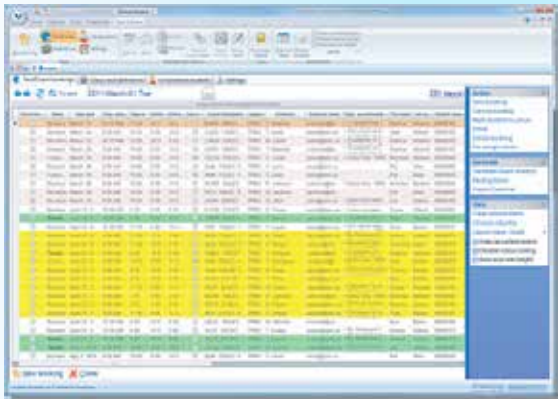
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**Section 508 compliant and screen reader compatible**

ClockWork Enterprise is an integrated management tool designed for University and College Counseling, Disability and Student Health Service departments. Clockwork's calendar system combines a sophisticated and flexible student data management system to provide integrated management tools for counseling departments. Researched, designed and used by universities and colleges, ClockWork assists staff with their day-to-day workload emphasizing ease of use, security, confidentiality, reporting, in a highly customizable environment.

## TEST AND EXAM BOOKING (Students/Instructors)

The ClockWork Test and Exam Booking module is the only complete management system for scheduling and managing test and exam accommodations. The system consists of an administrative, student, and instructor module. With the administrative module, staff can schedule exams, proctors, rooms etc.



Simplify test booking by automating common functions.

- Use the "group by" feature to view test information in a variety of ways such as by course or instructor.
- Automated Notification Rules can help you track changes to student accommodations, or track receipt of test copies from instructors, among many other uses.
- Schedule tests in real-time booking room and resources based on student's accommodations.
- Track data such as student no-shows and test start and end times, and manage exam booking status using color codes.



Schedule tests and exams with ease

Improves reporting capability

Send customized emails

Reduce staff workload

Improve quality with best practice processes

Improve staff training with a consistent and documented user interface

Customize accommodation letter to your needs

Staff can generate letters with just a click of a button

Track and monitor letters issued and received

Send letters electronically or print them out

Editing a template is as easy as editing a Word file

## ACCOMMODATION LETTERS (Students/Instructors)

Use the Accommodation Letter interface to simply and quickly generate support letters.

- Edit accommodation letter templates easily using the built-in template system.
- Customize templates to automatically generate data such as accommodation types, email signatures etc. and instructors, either electronically, or in print.
- Generate ClockWork Letters in Word or PDF format, and email as an attachment, or link.
- Generate a single accommodation letter for all courses, or a unique letter for each course.
- Set up expiry dates for accommodations, and print on each accommodation letter



Ask for a free webinar to learn more about Clockwork



## FORMS

ClockWork features a unique and completely customizable data collection system. The form-editor tool allows you to track virtually any type of data including information such as address, email, phone and any number of additional user-defined fields.

These simple, powerful tools ease your department's transition to ClockWork. The form editor also allows quick and easy customization of intake form data to perfectly match to your existing paper form. The editor even allows creation of custom forms, including forms that will be filled out for each student's appointment (such as an assessment) and anonymous forms that can track data for statistical purpose only.

ClockWork is designed for College and University student services centres specializing in Disability Services or Academic & Career Counseling. Counselors and students schedule activities interactively, including note-taking, tests and exams, accommodations, as well as counseling appointments.

## Clockwork Enterprise Online Web Modules

### Accommodation Letter creation and generation:

Clockwork automates the whole process of providing Accommodation letters for students. This is standard with Clockwork.

### Student Accommodation Web Module:

Try this web module which emails the student a link. Students can see print and distribute their letters as needed

### Professor Accommodation Web Module:

Similar to the Students Web Module, professors see only their students, and provides a confirmation that the professor has been updated.



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### Office Exam and Test Booking:

Manage all your Exam booking with this systems automated functions. More than just a spreadsheet, this standard Clockwork feature will book student accommodations into the correct locations.

**Student Exam Web Modules:** This 508 compliant module will let students book their own exams online. Staff can regulate student access and send automated notifications as needed.

**Staff Exam Booking, Updating and Uploading:** Professors can check and edit what their students have booked, and upload their exams into Clockwork's secure web module. Professors can send custom questionnaires to gather information from staff, while our Notification system will keep everyone in the loop.

### Intake Module:

With Clockwork, you can enter all of a new students data manually, or you can Sync with your Registrar's Student Management System (SMS). Accessing a student's information is as simple as entering their

student number. All relevant information, such as timetables, courses, and professors is imported directly into Clockwork in the appropriate fields, saving you time and effort.

**Student Intake Web Module:** Students can complete the Intake process online anytime, anywhere.

### Student Self Registration Web Module:

Disabilities departments can post Accommodations you are offering online. Students can confirm their required accommodations, or request new ones. Staff can process those requests or counter offer online.

### Notetakers Web Module: (requires Service Providers module)

Students apply online, satisfying any qualifying steps required to book notetakers. Following the appointment Notetakers share notes online with students.

### Alternative Format Project Management Module

Staff module to manage all those projects and set up your electronic library

Student web module permits approved students to enter requests and download electronic materials

### Veterans Services Online Intake Process:

(requires Veterans Services module)

Veterans can register with your school or your district using Clockwork Veterans Module. This color coded web module moves potential students through all necessary registration steps including Chapter Requirements, Confirmation Steps and registry forms. It keeps your office updated on their progress and permits you to respond. Veterans can go back and pickup where they left off.



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## Welcome to the World of Clockwork; available Hosted or On-Premise



Many schools and districts are moving their I.T. support to a Cloud environment and reducing available server space and support I.T. staff. This has heavily impacted what Enterprise data products student services have been permitted to use.

For schools purchasing their first Enterprise system Clockwork is now available in either hosted or on-premise versions. If you have recently seen a Clockwork webinar then you have seen both systems (they are the same).

For existing Clockwork customers looking to migrate to a hosted cloud-based environment, Clockwork can move with you.



### Advantages

- Your work flow remains the same(no big learning curves)
- Your paper flow and reports remain the same
- Test Booking and other comprehensive Clockwork features function the same

When creating a decision framework for the Cloud, many schools working through the Benefits/Challenges matrix donot feel disabilities, student services, counseling, are best served by hosted systems. For this reason Clockwork is continuing to support our non-hosted product as well.

### Advantages with Clockwork Hosted:

It is the same comprehensive product. if you are using non-hosted Clockwork now, the hosted program is virtually the same. The same deep and wide features, functioning in the same environment, with more depth for your subscription dollar.

*FAQ: How is the hosted Clockwork Different?*

Option 1: Clockwork as a Onetime purchase, and it sits on your school servers

Option 2: Clockwork is now available as a subscription, and is hosted on Microsoft Assure servers

*FAQ: Is Clockwork Secure?*

Clockwork (both Hosted and On-Premise) uses US military levels of encryption.

Option 1: As a purchase On-Premise Clockwork sits on your servers and is as secure as your schools security system.

Option 2: Clockwork Hosted has partnered with Microsoft Azure to host your product and your data.



### Microsoft Azure

Microsoft Azure is a cloud computing service created by Microsoft for building, testing, deploying, and managing applications and services through a global network of Microsoft-managed data centers.

- US hosted Clockwork user data will be stored on Azure USA servers.
- Canadian hosted user data will be on Azure Canada servers.
- Security documentation and support is available.

*FAQ: Will you be able to Data Sync the Hosted System as you could the Non-Hosted Clockwork?*

Yes both systems will continue the same data sync functionality.

If you have and existing quote for an On-Premise system and would like a quote as a Hosted system please contact us.

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