

Welcome!





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Founder/CEO



THANK YOU

Thank you for trusting CORE Higher Education to serve the unique needs of your school. We pride ourselves on offering industry-leading technology paired with exceptional client support. We hope this welcome packet helps you get to know us a bit better and provides you with a clear understanding of what to expect throughout the implementation process. We are very excited to have you as part of the CORE family, and we look forward to growing our partnership together.



OUR HISTORY

The CORE Software Suite was launched in 2006 to help colleges of pharmacy better manage their experiential processes, student competency assessments, and ePortfolio needs. Due to the positive response from our clients and the versatile nature of our software, we expanded beyond pharmacy in 2010. Today, our renewal rate is 98%, and with our software that simplifies, savvy support team and scalable solutions, hundreds of health sciences programs trust CORE to help manage their experiential/clinical education and student assessment and career readiness needs.

OUR TEAM

Our team works diligently towards providing customer service of the highest quality. We appreciate the breadth of schools we have the opportunity to work with and value our relationship with each and every one. We strive to be more than a software vendor, but rather a pivotal member in each school's departmental functions and conversations.

COMMUNICATION IS CRITICAL

Your feedback is important to us. We will be sending client success surveys throughout the year, as well as meet with you at various conferences, including our annual Users Conference. At CORE, we are committed to supporting your team in the most effective ways possible, and we are always open to your suggestions on how we can support you best.



THE CORE TECHNOLOGY SUITE

Simplify your experiential and clinical education programs and student assessment processes by driving efficiency, transparency, communication and tracking across them. Our easy to use web and mobile based platform supports both learners and administrators.

Our five integrated software applications help:

Manage Clinical/Field/Fieldwork Education

Improve departmental efficiency, enhance communication and elevate the student experience by managing the entire clinical/field/fieldwork process within one comprehensive and purpose-built application - **ELMS**

CORE[®]
ELMS

Manage Student Competency Assessment Processes

Easily build and maintain your curriculum map, efficiently manage and report on student competency assessments, and track performance with course and faculty evaluations with **CompMS**

CORE[®]
CompMS

Enable Students to Showcase their Achievements

Help your students stand apart, tell their story, establish credibility, and strengthen professional relationships by building and maintaining a custom and comprehensive easy to use ePortfolio with **MyCred**

MyCred[™]
INFORM & INSPIRE

Develop Student Soft Skills with Supplemental Learning Tools

Get your students career ready by helping them improve soft skills, market knowledge, and patient communication skills with **READINESS**

CORE[®]
READINESS

Recruit Students

Amplify your recruiting efforts by offering prospective students a custom-branded and interactive career center to engage, excite, and educate on where a pharmacy degree can take them with **RECRUIT**

CORE[®]
RECRUIT

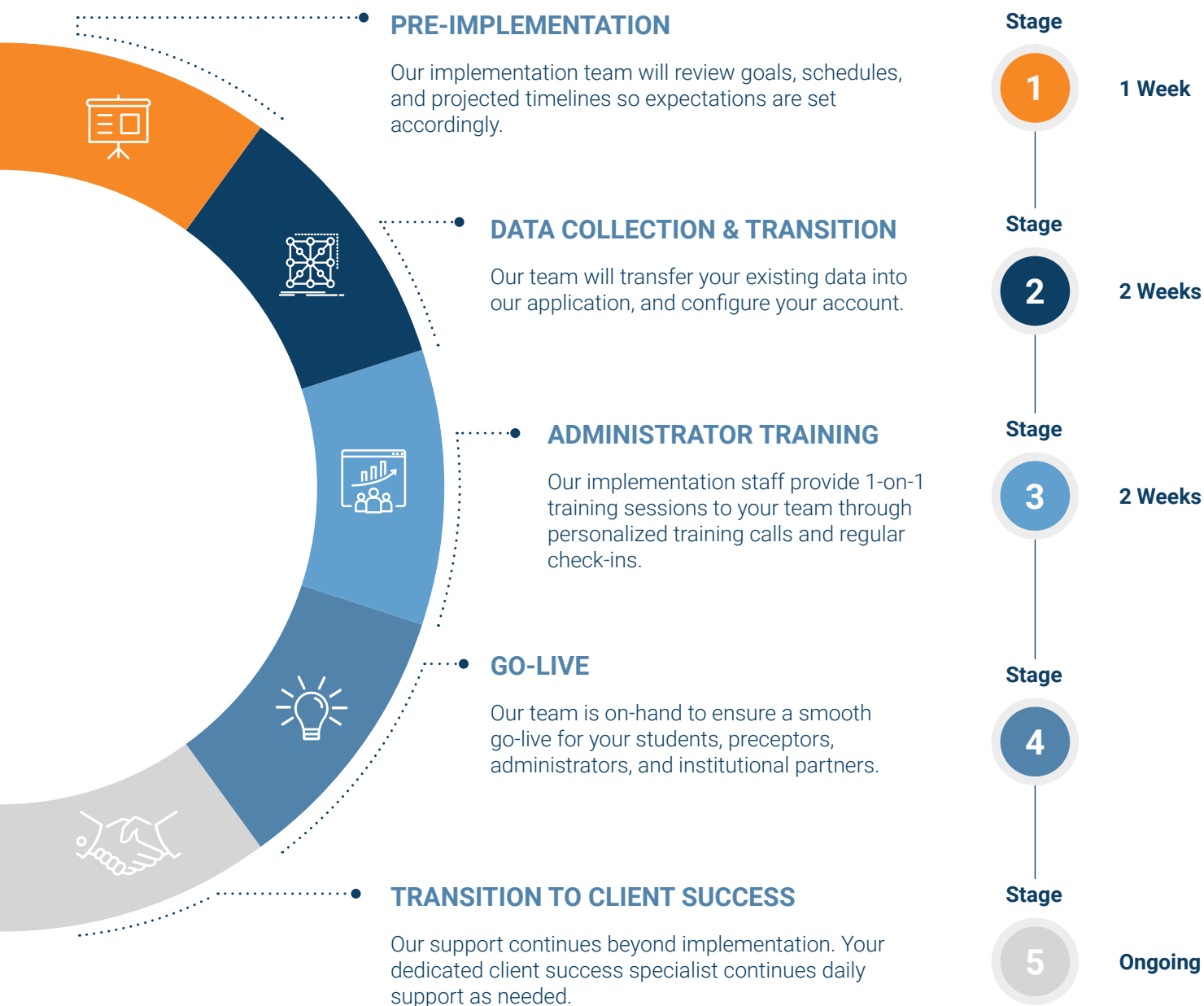


SAVVY SUPPORT TEAM

Our support team is with you every step of the way - from implementation to training to helping you with the day to day. Receive a white glove experience all at no additional cost to you! With clinicians on staff, we are familiar with the nuances of health science programs.

IMPLEMENTATION STAGES

Over the years, we have refined the implementation process to ensure our client schools experience a smooth transition. Below are the five stages you will be lead through by your implementation lead.



IMPLEMENTATION DELIVERABLES

Our goal is to make your transition a simple and seamless one. Below is a list of deliverables we may need to configure your account (which may vary by program). Providing these deliverables in a timely manner helps ensure that your account is configured correctly and in line with your timeline. Our team will provide templates for these deliverables. Should you have any questions, we will be here to help you through the process every step of the way.

CORE[®] ELMS

- Programs/Locations (Excel)
- Student, Preceptor, and Site Information (Excel)
- Admins (Name, Email, Title, Program)
- List of Rotation Types and Rotation Dates
- (Optional) Student Schedules, Preferably Listed by Student
- (Optional) Student and Preceptor/Site Requirements (Immunizations, CPR, Affiliation Agreements, etc) (Excel)
- Evaluations, Surveys/Forms (Word or PDF)

CORE[®] CompMS

- Student Information (Excel)
- Faculty/Advisor Information (Excel)
- Course/Faculty Evaluations (Word or PDF)
- Current Curricular Maps (Excel)
- Course Listings with Course Codes (Excel)



MyCred[™] INFORM & INSPIRE

- Integrated with ELMS or CompMS

CORE[®] READINESS

- Admins (Name, Email, Title, Program)
- Student Information (Excel) if Not Integrated with ELMS or CompMS
- Activity Choices for Initial Playlist Set-Up

IMPLEMENTATION TIPS



Extract historic data from your current software as soon as possible.



Provide deliverables at least 2-3 days prior to your deliverables deadline.



Create a “test” student account and preceptor account in order to view and experience what the end-users will experience.



Budget 1-2 days in between your training calls to allow time for “homework.”



Bring up processes to your Client Success Representative that you were not able to perform previously, or you currently perform manually – we may be able to help!



Don't see a report you currently produce? Send us an example, and we may be able to recreate it.

TRAINING SUPPORT - CORE ACADEMY

CORE is here to support you! CORE ACADEMY provides dozens of eLearning activities for our client school administrators to train on CORE's software applications, and to even learn new ways of managing some of the critical functions within your department.

CORE ACADEMY:

<https://core readiness.com/learning-center/i/P75061112>



MANAGING THE DAY-TO-DAY

CORE's Client Support Model

Unparalleled, One-on-One, and Highly Rated



Administrator support is available as often as needed, at no additional cost



Your institution is assigned a dedicated client success specialist who becomes an extension of your team



Our team answers all questions or requests within 24 hours, but you more often receive an answer that same day



Outside of regular check-ins with your CS rep, CORE also provides:

- Support via Phone, Email and Video
- CORE Users Conference
- CORE Virtual Forum
- CORE ACADEMY



Whether your team prefers to do things themselves or have CORE lead the way, our client support ensures you are getting the level that works best for you

NEXT STEPS

Once again, we are grateful for the opportunity to work with your program. We are committed to ensuring that you know what to expect throughout your implementation process and during the entirety of your partnership with CORE. Should you have any additional questions on the information in this packet, please let us know.

Below, please find next steps needed from you to continue the implementation process:



Take the pre-implementation survey.

<https://www.surveymonkey.com/r/COREpreimplementationsurvey>

This survey will guide our pre-implementation call and includes:

- Points of Contact
- Key Dates and Timelines
- Desired Modules Within Each Product

Your Client Success Representative or Implementation Specialist will contact you to set a 90-minute pre-implementation call (for ELMS or CompMS implementation).

To get the most out of your pre-implementation call, please be prepared to discuss the following:

- Confirm and possibly elaborate on the answers from the survey.
- Decide on the best training week for your staff.
- Decide on your optimal "Go-Live" date (software configured, data imported, and administrators trained).
- Explain your various internal processes in detail.
- Determine software module priorities.
- Determine which staff member will be responsible for providing data/deliverables.
- Establish a data/deliverables deadline date (two weeks prior to start of training).



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HIGHER EDUCATION GROUP