

# COLCHESTER ENGLISH STUDY — CENTRE —



## Case Study

### Background & Implementation

Back in the autumn of 2007, we decided to replace Streamline, our previous school administration system, which was outdated and failing us; For example, things went wrong with our hospitality payments. We knew

we were making it work properly for us. In some areas it takes a few clicks to do what we used to do in one with our old system but

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*It's so much more comprehensive and can deal with a lot more*

Class but decided nevertheless to post a message on the English UK forum to enquire about the school administration systems used by other schools. The answers from the forum were clear: Class was by far the most popular system and was working properly

it's for a good reason because it's much more comprehensive and can deal with a lot more. We didn't master Class immediately, but we got there in the end.

### About Class Features

*Thanks to Class we're more efficient and more flexible*

We particularly like the possibility of exporting the English UK statistics directly out of Class. We would like to be able to produce more spread reports, of the kind we use for counting students weeks and enrolments. We know Class can do it; we just need to learn how.

at other language schools so we decided to implement it. We didn't have to change our server or workstations, which were powerful enough, and the implementation itself was easy. Then it took us about a year to feel that

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## Has Class improved the administration of the school?

**Y**es, definitively. Thanks to Class we're more efficient and more flexible. It gives us more and it's always updated.

## Rating system and support

**W**e would give Class a 9 out of 10 and the same mark for Infospeed's support service, which is very good. Whenever we need anything they're always quick to show us how to do it and we're generally very happy. We also benefit from the free refresher's sessions on Webex, that are very useful and that we attend regularly.

## Anything you wish Class would do?

**W**hen you cancel a host family for a student before arrival and you place the student in another family, the system never deletes

data integrity purpose and that Class never really deletes anything, which is reassuring, but I would like to be able to exclude these cancelled families in the reports. For the moment this is not possible and Infospeed is

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aware of this. Another small thing is that we still need to do some things "manually" on a spreadsheet when dealing with direct agents and embassies, to identify different discounts and commissions but it's not a big deal.



*We also benefit from the free refresher's sessions*

the initial placement and you end up having these cancelled hospitality bookings and addresses in the reports. I know that this is for

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