

# CLASS



# NEWS

By Infospeed Ltd

class

Autumn 2011

The World's Leading Administration Software System  
for Language Schools

Dear Friends,

Welcome to our **Autumn 2011** newsletter. In this issue, we bring you news on the latest Class release (which includes the new changes for the English UK statistics) and an update on our future Class.net system—the next generation of Class.

Other topics include the Techies Corner, a Tips & Tricks section, a listing of the free refresher sessions that are scheduled for the coming months, and a welcome to some new Class users.

We hope you will find this useful and we welcome your feedback!

- **New Class Release**
- **New Class.net System**
- **Tips & Tricks**
- **Techies Corner**
- **Free Refresher Sessions**
- **Welcome to new Class users**
- **For your consideration...**

## Staff News

**Since our last newsletter, we have had 2 additions to the team:**

**EMMA** joined the support desk in January and is already proving to be a valuable addition to the support team!

**YASMIN** is part of the Sales & Marketing Team. She joined us in March and has already made a big impact. For those schools who attended StudyWorld in September, you may have had a chance to meet her.



## NEW CLASS RELEASE

Version **6.3.078** is now available! For a full list of the new features, please visit our website and check out the **Class Release Notices** section (under Support > Help Files). Below are just a few of the enhancements included:

### 1. English UK Statistics Submission Files from Class

Earlier this year, we were working closely with English UK regarding changes to statistical data that they require from their members. There are 2 formats of information that they collect: annual summarised values that are submitted manually on their website, and quarterly country booking information submitted in Excel format from their Core Group members.

Class has been updated to provide both sets of figures and for the Core Group members, based on our discussions with English UK, we have changed the format of the quarterly submission files. The Country information is now listed in alphabetical order, which has allowed us to remove the English UK Territory Name and sequence numbers from the Class Country Settings. We thought you would all be pleased to hear that!

For more information on the changes that we have made, please see the **Class Release Notices** for Version 6.3.078.

### 2. Accommodation Weekly (Advanced) Booking Chart

A new sort option has been added to this report to allow the results to be listed by accommodation type. This means that all your host families and residential accommodations can be listed separately when producing a report that contains all your available accommodations.

### 3. Absence Reporting

The Absence report has been updated to allow more flexibility when searching a student's absence.

Previously, you could only search for students that had 'x'-days' absence leading up to a specified date. You can now search for students:

- Having 'x' number of consecutive absences at any point within the date range
- Having a total number of individual days' absence within the date range

## NEW CLASS.NET SYSTEM

A few of you may already be aware that for the last 3 years, we have been busily working away at building the next generation of the Class system. This will have been the 4th time we have recreated the Class system with the latest development tools to keep it up-to-date with changing technologies, operating systems, Microsoft products and hardware, and also to be able to take better advantage of what these evolving areas offer.

Class.Net has been on beta-release to a few clients since January this year and trials are going very well. This new generation of software will be available to all clients who have a current support agreement from September.

We have continued to add new features to the system over the summer, but a few that are already being used are:

- New modern look and feel—the old grey is out!
- Whole new menu structures
- All new screen controls, plus 3-month calendar views
- Pop-up menus on browse screens for quick navigation to other areas of the system
- Multiple picture options for host families, schools, agents, teachers and all individual contacts—all of which can be used in the Word merge functions
- Agent Room Allocations
- Daily Attendance entry, and loads more...

Check out the **Refresher Sessions** section for dates on when we will be demonstrating the new system and get an early viewing of what's coming!

## TIPS & TRICKS

**Are you aware...** of the enrolment browse screen? Tick the box to "Show Balance" and then each Enrolment's outstanding balance will be displayed.

**Visa/Passports**—you can obtain a list of which students' visa's/passports are due to expire by following Admissions > Student Visa/Sponsorship > Visa/Sponsorship Reporting.

## TECHIES CORNER

### Backups—Important Reminder!

We know we've mentioned it before but unless you can say 'YES' to the following 2 questions, your business is at risk...

1. Have you checked that your backup routine is working correctly?
2. Have you carried out a test restore?

**If your server goes down, we can replace your programmes, but we cannot replace your data!**

We cannot stress enough just how important it is to validate your backup media, not only for content, but also your ability to restore from it. Give yourself some peace of mind and get your techies to run a test restore on a scheduled basis!

## FREE REFRESHER SESSIONS

We offer free online Refresher Sessions to all customers with a current Connected Support Contract, to help you make the best use of Class. On each topic, we hold 3 sessions throughout the day: morning, afternoon and evening. These 20-minute sessions are aimed at experienced users.

### Next Sessions & Topics:

(all UK times—please check to allow for time difference)

- **Class.Net Overview**  
**Wednesday 28 September** at 10AM / 3PM / 9PM
- **Agent Room Allocations**  
**Wednesday 12 October** at 10AM / 3PM / 9PM
- **Agent Pricing & Price Groups**  
**Thursday 20 October** at 10AM / 3PM / 9PM
- **Accommodation Payments**  
**Thursday 24 November** at 10AM / 3PM / 9PM
- **Emailing from Class**  
**Thursday 15 December** at 10AM / 3PM / 9PM

During the online refresher sessions you will be connected to our Class training database and you will be shown various options and suggestions. Please contact us to book your place!

## WELCOME TO NEW CLASS USERS

We would like to welcome some new schools who recently joined the long list of Class users:



**Castle School of English**  
LEARN FOR LIFE

(Castle School—Brighton, UK)



(Dublin City University—Dublin, Ireland)

 **inlingua** | cardiff

(Inlingua Cardiff—Cardiff, UK)



(Oxford House College—  
Istanbul, Turkey)

## FOR YOUR CONSIDERATION...

### Passwording

Please be aware that as of January 1st 2012, the Support and Help Documents on the Class website will be pass-worded for added security. We will remind you in our Winter newsletter of this!

### Biometrics

We have had some feedback from schools that are interested in installing an outsourced access management system, which we could then potentially link with as a 3rd party. Some of the existing ideas are swipe-cards or fingerprinting, but we would like to see what YOU think might be a good 'biometrics' idea!

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