TRACOM® GROUP
THE SOCIAL INTELLIGENCE COMPANY®

MAX
Session Administration Service

Audience: TRACOM Client Decision-Makers

Type: Session Administration Service

Use: To facilitate the setup, management and distribution of learner profile reports with minimal required effort on the part of clients

SESSION ADMINISTRATION SERVICES INCLUDE:

- Handling of survey processes, including invitations, data collection and reports
- Automatic updates sent to session facilitators
- Monitoring of survey progress
- Custom session setup options
- Secure client access to view session status
- Survey website support for learners and raters
- Post-session closing and follow-up
- Reports made available to learners online
- Optional delivery of learner reports (via 2-day mail for U.S. clients, or electronically for international clients)
- Ninety-day service window includes pre-session preparation, session management and post-session follow-up
- Learner reports available securely online forever

Overview of Services

TRACOM's MAX system makes managing sessions and delivering learner profile reports efficient for administrators. For even greater efficiency in the profiling process, TRACOM Administrators can handle all session-management tasks, allowing clients to focus on deliverables and strategic integration of training programs in their workplaces. After a few crucial pieces of data are supplied by the client, TRACOM Administrators handle the survey and profiling process from start to finish.

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GLOBAL LANGUAGES, NORMS AND DATA SECURITY

Many organizations conduct their training initiatives on a global basis. TRACOM's MAX system supports global training with support for international languages, comparative norms and data standards. The administrator can make 20 languages available and select from more than 85 country and regional norms in a single session. These options make for the most accurate and productive training.

TRACOM's MAX system flexibly supports your organizational and individual language preferences. For example, a learner may be a native French speaker, but work in a facility in Germany. In this case, the learner may wish to complete her survey in French, but her raters could complete their surveys in German or any of the other available languages. The actual training might be conducted in English. Similarly, administrators can choose from more than 85 country or regional norms. In the example above, the learner may use German norms because she works in Germany, but the administrator could select to use the available French norm or broader European norm.

MAX provides enhanced data security for users and is fully compliant with U.S. and EU data standards, providing the most secure platform to protect individual and organizational data.

OVERVIEW OF THE SESSION PROCESS

Client Setup Responsibilities (Two Business Days before Session Setup)

- Client ensures TRACOM email address is whitelisted
- TRACOM Administrator obtains vital company information from client
- TRACOM Administrator interviews client to determine session details

TRACOM Administrator Services

- Set up session according to client's needs and specifications
- Register learners in session, using specified languages and norms
- Send survey invitations to learners
- Monitor survey progress for all learners
- Remind learners and raters of tasks that are incomplete or not started
- Provide website support for client users
- Close surveys and generate profile reports
- Mail learner profile reports to clients in the U.S., if requested
- Make profile reports available for secure download (learners, client or third-party session facilitator)
- Provide regular session status updates to clients or third-party session facilitators, if requested
- Monitor post-session status for any learners who did not profile before a session begins
- Generate late profile reports up to 30 days after session closes
- Train client administrator for future session management, if chosen

CUSTOM SESSION SETUP OPTIONS

- Unique session name printed on profile reports
- Report access for session facilitator
- Session location
- Schedule of invitations and reminders
- Schedule of profile report generation and availability
- Survey deadlines
- Custom invitation emails (with custom subjects)
- Normative comparisons for individual learners
- International languages for survey invitations and reminders