

Bringing confidence and clarity to a complex business.

CHALLENGE

Each day, you and your colleagues across campus field numerous questions from prospective and current students who need to know how to change majors, meet requirements of their major, and determine tuition deadlines. Is your institution presenting the same, accurate information and effectively supporting students?

Do you have 100 percent confidence in the answers you provide students? Are they reliable and easy to find? Are student service professionals and other members of your campus faculty and staff working from the same information when counseling students?



"Answers and Support Right at Your Fingertips"

SOLUTION: *KNOWLEDGE MANAGEMENT 2.0 by SEM Works*

Imagine having the answers right at your fingertips – with 100 percent accuracy. That's the intelligence behind SEM Works' exclusive KM 2.0, the first knowledge management solution designed specifically to improve service delivery to students and others you serve. From a desktop, laptop, or PDA, employees will have point-and-click access to immediate, 100-percent accurate information about your college or university. With KM 2.0, you will eliminate student runaround, erroneous information and student dissatisfaction. And it will keep you from running around in search of the information you need to properly serve students.

Because KM 2.0 harnesses the power and convenience of technology, it takes the one-stop concept of service delivery to a whole new level. Now, you can answer questions with complete confidence and ease – and you can even share information instantaneously with colleagues across campus. Everyone with access to KM 2.0 can help create a campus-wide, student-centered environment and improve learner outcomes.

POWER POINTS *Opportunities and Benefits*

Everyone on campus can access the same, accurate information. KM 2.0 promotes independent learning among faculty and staff, eliminating numerous calls to track down information. If any clarification is needed, users can query the "institutional owner" of a particular piece of information.

Colleagues are connected by a virtual community. Through collaborative features like user forums, online note-taking, and sharing of video-delivered instructions, KM 2.0 fosters instant discussion among users about common service problems and solutions.

Information sharing is enhanced yet simplified. With KM 2.0, there are no boundaries to information sharing. You and your colleagues will enjoy the easy-to-use interface, having multiple options for finding the information you need, and knowing that the information you convey to students is 100 percent accurate.

CLIENT REPORT *Institutions throughout North America and the world agree...*

"Momindum's rich media technology allowed us to broadcast our courses online. Its interactive tools help students revise the parts of the lecture they could not learn well during the lecture, which is very essential for learning.

Our excellent relations with Momindum encouraged us to launch a very ambitious project. We have already put ten of our most important programs online, which are used by more than 1000 students per day in Paris and elsewhere in France." ~ Stéphane Auzanneau, Director of Informations Systems, Sciences Po, Paris

STRATEGIC ENROLLMENT MANAGEMENT WORKS

*Senior-level consultants. Impeccable client service.
Tailored, actionable solutions.*

FOR MORE INFORMATION

800/494-3710 e-mail: info@semworks.net www.semworks.net



"Answers and Support Right at Your Fingertips"

Knowledge Management 2.0 has the power to transform your student service environment...once and for all.

How it works

We'll set it up for you! SEM Works will consult closely with your faculty and staff to set-up KM 2.0 for your campus. Our expert consultants will assess your service needs, examine your existing information architecture, determine and gather the information that should be housed in KM 2.0.

We'll put it to work for you

Once the initial consulting process is complete, the SEM Works team will design the information architecture in KM 2.0; add audio, video, and flash tutorials; establish keyword, author, and publishing links to content; and develop user instructions and how-to steps for key processes, policies, etc.

We'll eliminate the need for IT management

We custom-create the KM solution for your campus and deploy it for your use. KM 2.0 solution is housed on our secure servers, eliminating the need for your IT staff to maintain a streaming server.

We'll train your staff

To ensure you are positioned to fully leverage the power of the KM system, SEM Works will provide webinar training for campus users. We can also provide ongoing content management for a modest monthly fee.

Contact SEM Works for pricing information and to request a demo.



The technology behind SEM Works' KM 2.0 is powered by Momindum, an industry leader in knowledge management systems.

Ask us about pairing the power of KM 2.0 with our MooU service training for dramatic results!

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