



## Client Program Management Services

The Client Program Management Services Team provides Scantron® customers with the essential tools and informed support recommended for a high-quality product implementation and continued growth.

Get the most out of your Scantron assessment solutions by adding Client Program Management (CPM). This robust suite of consulting and implementation services puts a dedicated, knowledgeable Scantron team member at your fingertips. Our CPMs bring years of educational experience to your project and are expert in configuring your solutions so you can use them effectively to support your assessment delivery and analysis needs.

### Standard CPM Services

Customers can expect their CPM to provide the following services annually. All services are tailored to each organization's needs.

#### Implementation & Planning

- Identify & Track Goals
- Design, Measure, and Analyze Phases of the Project Life Cycle
- Develop Project Plan
- Guide Processes & Roll-out
- Product Set-up
- Coordinate Training

#### Product/Technical Guidance

- Data Importing & Archiving
- Product Updates
- Best Practices
- User Interface, Product, and Configuration Guides

#### Consistent Communication

- Quarterly Planning Meetings
- Monthly Check-in
- Status/Usage Reporting
- Monthly Best-Practices Newsletter
- Liaison for Commissioned Projects

*“Much of our first year’s success ...was directly correlated to ...[our CPM’s] immediate response time and [their] ability to “rescue” us in so many situations to best support our professional development and school concerns has been priceless. We consistently joke that we’re renaming our central office building “The [CPM] Building” due to the infinite backing provided. In negotiations with our price proposal for the 2013-2014 SY, our “project manager hours” line item is equally as valuable as the actual products that we will be using...”*

*– Frederick County Public Schools, MD*

**Essential tools and informed support for high-quality product implementation and continued growth**





*“Each of the individuals making up the “Alabama Team” has provided tremendous support to our systems and worked through all issues in a uniformly effective way. In the nine months since the product was rolled out state-wide I cannot say that a single problem has been addressed in anything but a professional manner. ...[You] will not be contracting with a vendor, [you] will be securing the services of an expert partner whose goal is to provide the most effective assessment experience possible.”*

**– Alabama State Department of Education**

## Customer-Specific Services

Special Requests and/or Advanced Service projects are overseen and managed by your assigned Client Program Manager to ensure success.

### Custom Professional Development

- Custom Onsite/Online Training Sessions
- A link to all resource materials and recorded tutorials for distance learning
- Custom Materials (Report Templates; PPTs; Configuration, End User, Admin, Training Guides, etc.)

### Leverage Scantron Resources

- Custom Content Services
- Research Studies
- Data Management
- Cross-product Integration

### Custom Reporting

- Establish Report Requirements
- Custom/Advanced reporting

### Advanced data protocols, customer-specific planning, Incorporating data into long-term planning and day-to-day activities

- Develop Data Interpretation/Use Plan
- Planning with data
- Tracking Ideas
- Assisting in data-driven Goal Setting, Tracking, & Messaging
- Reporting protocols for appropriate audiences
- Application of data findings at various levels (district/school/classroom/student)

*“[Our CPM] is an amazing support for our company and our programs. [They are] incredibly knowledgeable, supportive and willing to problem-solve to support us. We love working with [our CPM] and consider [them] to be a member of our team.”*

**– Mosaica Education, national charter school management organization**



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TO IMPACT STUDENT  
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For a free consultation to meet your academic goals, call **800.722.6876** or visit us at **[www.scantron.com/k12](http://www.scantron.com/k12)** to learn more.

## About Us

Scantron® provides a comprehensive set of solutions that help improve student outcomes in K-12 education. We offer software and services to meet the needs of customers' assessment programs regardless of where they are on the technology spectrum—pure paper, pure online or anywhere in between.

