REDROCK SOFTWARE

CORPORATION



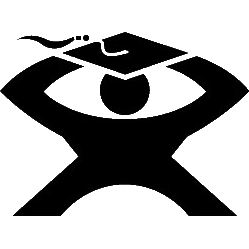
April 3rd-April 5th 2024

*17th Annual Redrock Conference*

2024

Conference

Program



**30 Years** of Success Strategies for Your Campus

# Welcome!

Thank you for participating in the 2024 Redrock Software Conference! We are excited to return to the Phoenix Chandler Hilton to celebrate our 17th annual event.

We hope you take advantage of the amenities of this beautiful facility. Chandler Fashion Mall is close by and includes dozens of restaurants all within walking distance. The Hilton also provides excellent Wi-Fi Internet access to all of our guests.

Mother nature has provided our wonderful weather and while the average temperature this time of year is 80 degrees, you may get a taste of our wonderful dry Arizona heat. Arizona is known for many cultural attractions such as museums, sporting events, world-class golfing, casinos or maybe just relax by the pool.

Please take a moment to read through the sessions we are offering. There is a great variety including user presentations, presentations by the Redrock staff and question and answer sessions.

The most unique aspect of our annual conference is YOU and all the other Trac users. We hope you can take advantage of this time to meet and get to know other users and we have added a new session for Campus Networking Opportunity. This is a wonderful networking opportunity and we hope you develop relationships to help you and your programs grow.

We are here to serve so don’t hesitate to ask. Thanks again for attending the 2024 Redrock conference!

The Redrock Team.

# Redrock Software Corporation

Kelly and Jennifer Corder founded Redrock more than 26 years ago with the desire to be a leader in educational technology. With the creation of FitnessTrac in 1995, Redrock quickly evolved its Trac engine to accommodate the technology needs of diverse centers in colleges and universities. One of our favorite parts of our job is meeting with educators and leaders who enable us to improve our product and processes. We are confident TracCloud will make it even easier to manage your centers, justify their need on your campus and get the much-needed educational dollars to support your students.

We are always trying to grow to meet the needs of our family of cherished customers and employees, and welcome your input. We have been a family-centered organization from the very start – and we hope you feel part of our family too. Thank you for your participation!

# Schedule at a Glance

## Wednesday, April 3rd, 2024

**Time Session Location**

12:00pm – 4:00pm Conference Registration Foyer

1:00pm – 1:50pm TracCloud Terminology Mojave

1:50pm – 2:00pm Afternoon Snacks Available Foyer

2:00pm – 2:50pm Introduction and Demonstration of TracCloud System Mojave

3:00pm – 3:50pm What’s New (in the last year) Features? Mojave

4:00pm– 4:50pm The Sixth Sense: TracCloud's Intuition for Unseen Threats Mojave

5:00pm – 7:00pm Welcome Reception w/ Dinner Poolside

## Thursday, April 4th, 2024

**Time Session Location**

8:00am – 4:00pm Conference Registration Foyer

8:00am - 8:20am Welcome to the 2024 Redrock Conference Mojave

8:30am - 9:20am SurveyTrac Mojave

Personalizing Cloud Hopi

9:20am - 9:30am Morning Snacks Available Foyer

9:30am - 10:20am Pencil Me In TracCloud Scheduling Mojave

Q2 Study Tables Hopi

10:30am – 11:20am [Presenter] Angel Nance - College of Dupage Mojave

Through the Student’s Lens - Navigating TracCloud Hopi

11:20pm – 12:20pm Lunch Maricopa

12:30pm –1:20pm All You Need to Know About Visits Mojave

Streamlining Success – List Management Hopi

1:30pm –2:20pm Navigating TracCloud – A Review of Reports Mojave

Open Room for 1-1 Sessions Hopi  
 2:30pm – 3:10pm Success Plans Mojave

New Admin, What You Need to Know? Hopi

3:10pm - 3:20pm Afternoon snacks available Foyer

3:30pm – 4:00pm Open Q&A Mojave

Visits Q&A Hopi

4:00pm - 4:30pm 2024 Conference Recap Mojave

4:30pm - 5:00pm Redrock Software Personnel available for questions Foyer

5:00pm – 7:00pm Dinner with the Redrock Team and other attendees Maricopa

# Schedule at a Glance

## Friday, April 5th, 2024 – School Spirit Day – Wear Your Colors!

**Time Session Location**

8:00am - 8:20am Friday Morning Welcome, Announcements Mojave

8:30am - 9:20am SAGE Mojave

All About Staff Hopi

9:20am – 9:30am Morning Snacks Available Foyer

9:30am - 10:20am [Presenter] Daniel Buffone - Pace University Mojave

Communicating with Users by Email or Text Hopi

10:30am - 11:20pm Scheduling Settings & Configuration Mojave

Campus Networking Opportunity Hopi

11:20am – 12:20pm Lunch Maricopa

12:30pm – 1:20pm Scheduling – Asynchronous and Group Roster Mojave

Visit Settings & Configuration Hopi

1:30pm – 2:20pm Let's Review the Data - Reporting Mojave

Open Room for 1-1 Sessions Hopi

2:30pm - 3:10pm Resources Mojave

Payroll Hopi

3:10pm – 3:20pm Afternoon Snacks Available Foyer

3:30pm – 4:00pm Let’s Talk about your Data-Q&A Mojave

Scheduling Q&A Hopi

4:00pm – 4:45pm 2024 Conference Wrap-Up, Feedback, and Open Q&A Forum Mojave

4:45pm – 5:00pm Redrock Software Personnel available for questions Foyer

Guest Presenters

## 

## Angel Nance – College of DuPage

 Angel Nance (she/her/hers) is the Coordinator of Operations, Outreach, and Technical Support for the Learning Commons at College of DuPage (COD) in Glen Ellyn, Illinois. She has served in this role since 2012 when the Learning Commons was formed but has been at COD nearly 33 years.

In her role, Angel was instrumental in the setup and implementation of TracCloud in 2023. She enjoys training and helping users learn best practices for TracCloud. She continues to explore ways to expand and enhance usage in the Learning Commons.

A proud COD alumna, Angel finds great joy in connecting students with available support resources to help them achieve their academic goals. Outside of work, she enjoys spending time in nature, travelling, photography, and the antics of her cats, Hula and Howie.

### Daniel Buffone – Pace University

Hi, my name is Daniel Buffone.  I am in my 13th year at Pace University.  My current role is as the University Director of the Learning Commons.  I also teach at Pace as a PT Professor of Mathematics.  Educationally, I have a diverse background including degrees in, Business, Economics, Math, Math Education, Education Leadership, and Information Systems.

# Thank You!

Our presenters are the best! Thank you for taking the time, energy and effort to share your knowledge and experiences with the Trac systems and modules. Your insights and expertise with the Trac systems are invaluable to the future developments of the Trac system and to your fellow Trac users. The annual Redrock Software Conference would not be the same without your willingness to share with and support other Trac System users.

Thank you for attending! We know you have to fight for your budgets and take precious time away from your classes and families to be here. We strive to provide a fun and friendly learning environment for every participant. Please let us know how we can continue to improve and make the software, our support, and the annual conference even better.

We like to reward our conference attendees!  For those that attend the 2024 conference, we are offering a 10% off all modules for TracCloud if a quote is requested at the conference and purchase is made by 5/15/2024. Please see Laura or email her at [laura@go-redrock.com](mailto:laura@go-redrock.com) to request a quote.

Thank you for being a part of the Redrock Family!

- The Redrock Team

# 

# Redrock Software Corporation

## Kelly Dean Corder, President

Founded 33 years ago, Kelly and Jennifer Corder created Redrock Software with a desire to help businesses succeed.  In 1995 Kelly created FitnessTrac and entered the higher education arena. Aside from working with both his wife and oldest son, Kelly loves seeing how campuses help students graduate and in turn make their worlds better.  Kelly is a graduate of the University of Phoenix. When not developing software, Kelly is teaching or training in martial arts.  He holds black belts in four different disciplines of martial arts and is currently focusing on combative training. He also loves traveling and seeing the world.

## Jennifer Corder, Vice President

Jennifer has been involved in many functions at Redrock, namely sales, marketing, and accounting. Jennifer is an Arizona native and graduate of Arizona State University. As she gets older, she is enjoying a slower pace and traveling every chance she and Kelly can get!  She also loves cooking, Sunday family dinners, genealogy and British crime shows.

## Laura Reed, Sales and Marketing Manager

A person smiling for the camera

Description automatically generated with low confidenceLaura Reed has been with Redrock for almost 23 years and is our sales and marketing manager. She is often the first person a prospective customer deals with and she manages our email communication, contact database, scheduling, and well as invoicing. Laura has an ideal situation as she works from home and loved the flexibility it gave as she raised her four children, two of which are current in college.  During her free time, she enjoys volunteering, reading a good book, going on a date with her husband, playing pickleball, or spending time with family.

## Nicolas Corder, Software Developer

A person wearing glasses

Description automatically generated with medium confidenceNicolas Corder has been a lifelong member of Redrock, originally stuffing envelopes as a child, later moving to sales by attending many NCLCA, CRLA, NACADA and other conferences.

Nicolas is a lead TracCloud developer, manages Redrock cloud services, and is our chief security officer. Nicolas is married, an Eagle Scout, a martial arts instructor, and has two cats and a dog.

## Everett Staley, Software Developer

A person wearing glasses

Description automatically generated with medium confidenceEverett Staley has been with Redrock Software for over 5 years. He is one of the developers of TracCloud. He enjoys doing photography, LEGO, and spending time with his wife and their two dogs.

## Iliana Visser, Technical Support Manager and Sales



Iliana Visser has been with Redrock for over 13 years and is an invaluable member of the Redrock team. She has worked hard to learn all the ins and outs of the Trac products and how to best relay that information to customers. Iliana delivers stellar support and service to Trac customers, provides sales demonstrations, conducts user training, handles technical support issues and conference planning. Iliana enjoys reading and paddle boarding but most of all she loves spending time with her family.

## Luis Frias, Technical Support and Sales

Luis Frias is a vital part of the Redrock team, having worked with us for over 10 years. Luis has maintained a strong knowledge of Trac products inside out and excels at helping customers understand them. Luis provides excellent support, gives clear sales demos, trains users, and tackles technical issues. In his spare time, he enjoys sports and spending time with his two dogs.

## Sasha Contreras, Technical Support and Sales

Sasha Contreras has been with the Redrock team about 5 years. She has been interested in technology most of her life and jumped at the opportunity to learn more. Sasha is eager to help clients become more familiarized with the software and become comfortable asking questions of all sorts. She is inspired daily by her daughter and is expecting another addition at the end of April. In her free time, Sasha trains in Hawaiian Kenpo as a second-degree black belt and runs a martial arts dojo with her husband and brother. What she enjoys the most is spending quality time with family by building traditions.

## Aidan Murray, Technical Support and Sales

Aidan Murray joined Redrock about 4 years ago, focusing on learning both Trac 4.0 and TracCloud. In addition to conducting sales demonstrations, he provides excellent customer service and technical support. He is to thank for the exceptional documentation and updating the Redrock Wiki. He enjoys working with computers, music, art, and animation.

## Erick Martinez, Technical Support and Sales

Erick Martinez is one of the newest members of the Redrock team. He is focusing on learning the ins and outs of TracCloud. Erick is excited at the opportunity to expand his knowledge and understanding of technology. He enjoys music, traveling, and spending time with family.

## Bill Bennett, Technical Support and Sales

Bill Bennett has been with Redrock for 1 year now. His main focus is on TracCloud and providing excellent support to Redrock’s customers. He has always had a passion for technology and is further expanding his knowledge at Redrock every day. Bill is passionate about film, music, and is currently pursuing a degree in Computer Systems Engineering.

# Conference Sessions

# Wednesday, April 3rd

## Pre-Conference Session 1 (Wednesday, April 3rd 1:00 PM – 1:50 PM)

***Pre-Conf 1: TracCloud Terminology***

**Mojave**

### Bill Bennett, Redrock Software

In this session, we will cover the terminology Redrock uses to describe the different aspects of your TracCloud system. Information covered will include: the hierarchy of centers/profiles/system, course lists, the different account types in TracCloud, record types, how permissions are handled in the system, and more. Be sure to join this session so you can communicate better with Redrock, better understand your staff’s issues, and gain a better understanding of the system

## Pre-Conference Session 2 (Wednesday, April 3rd 2:00 PM – 2:50 PM)

***Pre-Conf 2:* Introduction and Demonstration of the TracCloud System**

**Mojave**

### Erick Martinez, Redrock Software Corporation

Have your *Trac*-ing needs changed since your first introduction to TracCloud?  Maybe you inherited your system and want to explore its full potential?  Here’s a perfect refresher course on what TracCloud can do for you!  We will take a general walk-through of our main features, like: logging student visits, managing appointments, importing student data, sending messages, retention tools and generating reports.  By the end of this introductory session, you will be able to identify more TracCloud capabilities and gain an understanding of how you can further enhance your own campus TracCloud.

## Pre-Conference Session (Wednesday, April 3rd 3:00pm-3:50 PM)

***Pre***-Conf 3: **What’s New (in the last year) Features?**

**Mojave**

### Aidan Murray, Redrock Software Corporation

In this session we will discuss some of the biggest additions made to TracCloud between last year's conference and now. Asynchronous appointments, static QR codes in custom kiosks, visit satisfaction questions, new reports, and more!

## Pre-Conference Session 4 (Wednesday, April 3rd 4:00pm-4:50 PM)

***Pre***-Conf 4: The Sixth Sense: TracCloud's Intuition for Unseen Threats

**Mojave**

### Nicolas Corder, Redrock Software Corporation

In this presentation we'll be discussing the technical aspects of TracCloud on AWS. We'll explore the architecture of our system and how it is designed for resiliency and availability. We'll also cover the critical yet often overlooked parts of TracCloud's backend that make it all possible. Additionally, we'll provide an in-depth overview of our security model and the measures we've taken to protect our users' data.

# Thursday, April 4th

## Conference Welcome (Thursday, April 4th 8:00 AM – 8:20 AM)

***Welcome to the 2024 Annual Redrock Conference***

**Mojave**

### Kelly Corder, Redrock Software Corporation

We are very excited for the 2024 Annual Redrock Conference. We are grateful for all of our wonderful customers and are eager to share new software features and releases with conference attendees. You will not want to miss the conference welcome and meet the Redrock team!

## Session Block 1 (Thursday, April 4th 8:30 AM – 9:20 AM)

***Session 1:*** SurveyTrac

**Mojave**

### Aidan Murray, Redrock Software Corporation

One of the powerful modules that can be added to your Trac System is SurveyTrac. SurveyTrac can be used to gather feedback about meetings with students as well as provide forms that can be saved to student records. In this session, we will tackle the key aspects of creating and managing surveys in TracCloud. We will also cover reporting on results, resending unanswered surveys, and additional ways you can personalize the emails and formatting of your questions.

***Session 2: Personalizing Cloud***

**Hopi**

### Bill Bennett, Redrock Software

Do you want to learn how to add that extra flare to your system? Are you curious about the different customizable options that are available in your system? This session will explore the ways that your system can be customized using different tools that we offer, where to find them, and learn the ways that we can utilize html and twig!

## Session Block 2 (Thursday, April 4th 9:30am-10:20 AM)

***Session 3:*** **Pencil Me In TracCloud Scheduling**

**Mojave**

### Luis Frias, Redrock Software Corporation

This session is your comprehensive guide to TracCloud scheduling, covering everything from Creating availabilities to navigating and booking appointments. We'll guide you through the process from a staff perspective, demonstrating how to create, view, and book appointments. Additionally, we'll explore the student's general view, including booking, viewing, and canceling appointments. The discussion will also encompass scheduling features such as online and in-person interactions for drop-ins, one-on-one, and group interactions. Join us to discover the latest options and perspectives in TracCloud Scheduling.

***Session 4: Q2 Study Tables Module***

**Hopi**

***Iliana Visser, Redrock Software Corporation***

Q2 Tables dynamically manages independent study and work table scenarios, tracking the total time a student spends in the center and also recording each individual contact a student has with a Staff. Q2 Tables is a redesign of a log in and out system, specifically for study table centers where students work on their own or study independently, but can request assistance as needed. Students who need assistance can raise their hand physically or electronically with the use of their mobile device to be placed in a Queue. Tablets and Mobile devices drive the queuing system for students requesting assistance as well as providing staff with a real time view of all students in the center studying independently as well as students requesting assistance. Student and staff Q2 contacts can be reported on Via a specialized Q2 report which will provide break downs of the students helped, staff who assisted, Student's independent Study time and wait time as well as the duration of each interaction with a staff.

## Session Block 3 (Thursday, April 4th 10:30am-11:20 AM)

***Session 5:* Check it out! Using Resources**

**Mojave**

### Angel Nance – College of DuPage

In this session we will provide a brief overview of how we use Resources to manage our inventory of almost 900 items for our Tutoring Services and Math Assistance Area in the Learning Commons. Our collection of resources includes items such as textbooks, solution manuals, calculators, A&P models and more. We will share how we use the resource fields to categorize and identify specialty items, what we learned in setting up our resources, and our plans for the future.

***Session 6:*** **Through the Student’s Lens - Navigating TracCloud**

**Hopi**

### Erick Martinez, Redrock Software Corporation

This session will highlight the resources available to students within the TracCloud system. Students can seamlessly navigate and interact with the system in a user-friendly interface. Furthermore, we will explore additional options, providing students with information and resources such as previous visits, updating their personal information, and meeting with consultants asynchronously.

## Session Block 4 (Thursday, April 4th 12:30pm-1:20pm)

***Session 7: All You Need to Know About Visits***

**Mojave**

### Iliana Visser, Redrock Software Corporation

Visit data provides the essential data to review your services. It is the primary function of every tracking system, from paper and pencil to spreadsheets to your TracCloud. The visit data assists with everything from evaluating student success, to acquiring funds for your program. While there are many tools available to record visits, the Kiosks and the Log Listings provide flexible, real-time login services to your students. Participants in this session will review the basics of the login features, as well as discover some more advanced options to customize your login processes. Come and see why the Kiosks and the Log Listing are the preferred methods for recording your visits.

***Session 8:*** **Streamlining Success – List Management:**

**Hopi**

### Luis Frias, Redrock Software Corporation

In this session, we will explore effective techniques for handling and navigating list functions. This includes the creation of both dynamic and static lists, covering areas such as Registration, Staff, Visit and Student listings along with their respective capabilities. In addition, we will explore utilizing lists for producing reports, charts, saved searches and custom views. Join us for a thorough exploration of List Management in TracCloud.

## Session Block 5 (Thursday, April 4th 1:30-2:20 PM)

***Session 9:*** **Navigating TracCloud – A Review of Reports**

**Mojave**

### Erick Martinez, Redrock Software Corporation

This session reviews some of the Reports offered on TracCloud, exploring the array of report options. We’ll cover the latest report features on TracCloud, providing insights into the information that they provide and the output formats available when running reports.

***Session 10:* Open Room for 1-on-1 Session**

**Hopi**

### Redrock Staff, Redrock Software Corporation

This is an open room where you are able to work with an available Redrock Technician for a 1 on 1 session. Anywhere from a quick Q&A, to Troubleshooting or even a training.

## Session Block 6 (Thursday, April 4th 2:30-3:10 PM)

***Session 11: Success Plans***

**Mojave**

### Aidan Murray, Redrock Software Corporation

The Success Plan module allows you to track students' progress in their assigned Success Plans. Each Step represents a type of task, such as visiting a center, responding to a survey, uploading a document, and more. Success Plans can additionally be chained together, prompting a new Plan to be created when one Plan is completed. This session will give you an overview on how Success Plans could be used for you and your institution.

***Session 12: New Admin, What You Need to Know***

**Hopi**

### Sasha Contreras, Redrock Software Corporation

Congratulations on your new role! Where do we start?

This session will answer that pending question! Come learn how to create and manage your staff, look at or adjust schedule rules, email templates and change over the new semester for the active term. Wanting to create a list of students for those reports? We will go over that too!

## Session Block 7 (Thursday, April 4th 3:30-4:00 PM)

***Session 13: Open Q&A***

**Mojave**

### Bill Bennett, Redrock Software Corporation

Have a question that isn’t going to be covered by an existing session? Join us as we answer all of your TracCloud related questions!

***Session 14: Visit Q&A***

**Hopi**

### Sasha Contreras, Redrock Software Corporation

Any questions regarding visits and how to record that data will be answered here. Join us if you can.

## Thursday Closing Session (Thursday, April 4th 4:00 PM – 4:30 PM)

***Thursday Recap, Review, and Announcements***

**Mojave**

### Kelly Corder, President of Redrock Software Corporation

Join the Redrock Team and review the information that was presented during the Thursday sessions. We have been pleased to work with you and provide this in-depth training for you. This final session will review the conference and allow for an open question forum. Bring any questions and comments regarding any session topic or about the conference in whole. The entire Redrock team will be available to answer your questions during this session.

# Friday, April 5th

SCHOOL SPIRIT DAY! WEAR YOUR COLORS!

## Friday Welcome (Friday, April 5th 8:00 AM – 8:20 AM)

***Welcome, Announcements, and New Features***

**Mojave**

### Kelly Corder, Redrock Software Corporation

With a full day of conference sessions completed, join the Redrock team as we review session topics, and answer questions. Conference attendees receive a first-hand look at development items and new features before they are released to the public. Come see what is in store for the future of Redrock and your Trac Systems.

## Session Block 8 (Friday, April 5th 8:30 AM – 9:20 AM)

***Session 15: Success with SAGE***

**Mojave**

### Iliana Visser, Redrock Software Corporation

SAGE (Student Alert and Group Events) is an additional module available for the Trac System. SAGE allows your faculty members to submit referrals, progress reports, or evaluations for the students enrolled in their courses. Based on the choices made while creating the referral, an automated email could be sent out to the student's assigned advisor, a professor, or otherwise, that way you and your staff can be as proactive as possible in helping your students.

***Session 16: All About Staff***

**Hopi**

### Bill Bennett, Redrock Software Corporation

Staff are the backbone of your day-to-day operations. In this session we will learn how to create them, update existing staff data, manage permissions, run reports specific to your staff, and more!

## Session Block 9 (Friday, April 5th 9:30 AM – 10:20 AM)

***Session 17: Harnessing TracCloud for Management Decisions***

**Mojave**

### Daniel Buffone – Pace University

In this session, we will explore how TracCloud supports managers.  To support our functions in TracCloud we will harness the use of Excel. We will review the benefits of creating a dynamic list.  From the dynamic list, we will review reports designed to help guide management decisions.  Lastly, we will discuss how to leverage this information to influence your department and University.

***Session 18:*** ***Communicating with Users by Email or Text***

**Hopi**

### Aidan Murray, Redrock Software Corporation

How can we effectively communicate appointment and visit information to your students and staff? Your TracCloud system keeps users informed of new appointments, post-visit information, cancelled/missed appointments, and more. Our TextAlerts module adds another communication method, allowing both students and staff to be notified of new or upcoming appointments over SMS. This session will detail how you can configure preferences and options relating to your emails and text messages. We also have options to send instructors and faculty emails about their students' visits – adding more avenues of communication. In this session, you will learn how to take advantage of these messaging features and customize them to your needs.

## Session Block 10 (Friday, April 5th 10:30 AM – 11:20 AM)

***Session 19:*** **Scheduling Settings & Configuration**

**Mojave**

### Luis Frias, Redrock Software Corporation

This session will primarily concentrate on the settings and configurations of the schedule, shifting the emphasis from creating availabilities and appointments. Topics will include scheduling-related rules, permissions, bios for both the center and staff, and reports associated with scheduling. Join us for a comprehensive discussion on configuring and setting up your TracCloud schedule for both students and staff.

***Session 20: Campus Networking Opportunity***

**Hopi**

### Redrock/Guests

Curious how other conference attendees are using TracCloud? This is an additional networking opportunity to meet, share ideas, and discuss how you are utilizing TracCloud with your institution. This session will have intentionally unstructured interaction time allowing participants to learn and build upon one another's best practices.

## Session Block 11 (Friday, April 5th 12:30 PM – 1:20 PM)

***Session 21: Student Consultations – Asynchronous and Group Rosters***

**Mojave**

### Erick Martinez, Redrock Software Corporation

In this session, we will explore a new option for scheduling and communication with the introduction of Asynchronous Availabilities, a meeting type for asynchronous appointments. We’ll review how these appointments are accessed and managed form the Asynchronous Communications widget on both the Student and Staff

***Session 22:*** ***Visit Settings & Configuration***

**Hopi**

### Iliana Visser, Redrock Software Corporation

This session will primarily concentrate on the settings and configurations of the schedule, shifting the emphasis from creating availabilities and appointments. Topics will include scheduling-related rules, permissions, bios for both the center and staff, and reports associated with scheduling. Join us for a comprehensive discussion on configuring and setting up your TracCloud schedule for both students and staff.

dashboards. Additionally, we’ll explore managing student appointments through the Group Roster feature, which not only displays appointment information but also allows for batch processing with the Group Roster Add Multiple function.

## Session Block 12 (Friday, April 5th 1:30 PM – 2:20 PM)

***Session 23:*** **Let's Review the Data - Reporting**

**Mojave**

### Luis Frias, Redrock Software Corporation

This session is designed to enhance your proficiency with TracCloud Reports by exploring advanced features. We will cover topics such as FTE options, diverse statistical data and views, managing Favorite reports, and the automation of reports. A detailed examination of permissions and other settings governing report access will be provided. It's important to note that this session will not offer a general overview of reports; for a comprehensive understanding, we recommend attending the "General Reports & Options" session. Join us to deepen your understanding of report settings, automation, and more, as we explore additional functionalities within TracCloud Reports.

***Session 24:* Open Room for 1-on-1 Session**

**Hopi**

### Redrock Staff, Redrock Software Corporation

This is an open room where you are able to work with an available Redrock Technician for a 1 on 1 session. Anywhere from a quick Q&A. to Troubleshooting or even a training.

## Session Block 13 (Friday, April 5th 2:30 PM – 3:10 PM)

***Session 25: Resources***

**Mojave**

### Bill Bennett, Redrock Software Corporation

If you utilize the system to manage resources or you are thinking of implementing the functionality; this session will cover everything you need to know about resources in TracCloud. We will cover creating resources, checking them out to students or staff, managing them, and creating reports on the usage of them.

***Session 26:*** ***Payroll***

**Hopi**

### Aidan Murray, Redrock Software Corporation

TracCloud allows you to track your consultants' hours, record their pay rate, and calculate their total compensation via work types. You can even calculate work time based on existing records like linked appointments or visits. This session will cover setting up everything from basic work visit tracking to using work types to dynamically change pay rates depending on what kind of work has taken place.

## Session Block 14 (Friday, April 5th 3:30 PM – 4:00 PM)

***Session 27:* Let’s Talk about your Data- Report Q&A**

**Mojave**

### Luis Frias, Redrock Software Corporation

Join us in this concluding session for an open Q&A discussion on all matters related to data, scheduling, and reports. We'll delve into Visit and Appointment Data, along with revisiting the diverse reports discussed throughout the conference. Come prepared with your questions, as this session is designed as an open forum to address any inquiries you might have about how information is viewed, stored, and reported in your TracCloud system

***Session 28: Scheduling Q&A***

**Hopi**

### Sasha Contreras, Redrock Software Corporation

Join us in a scheduling Q&A session. We will be going over a few troubleshooting questions, such as “why is my staff’s availability not displaying to students”. Have any other scheduling related topics? Come as the questions here and let’s find an answer together.

## Conference Closing Session (Friday, April 5th 4:00 PM – 4:45 PM)

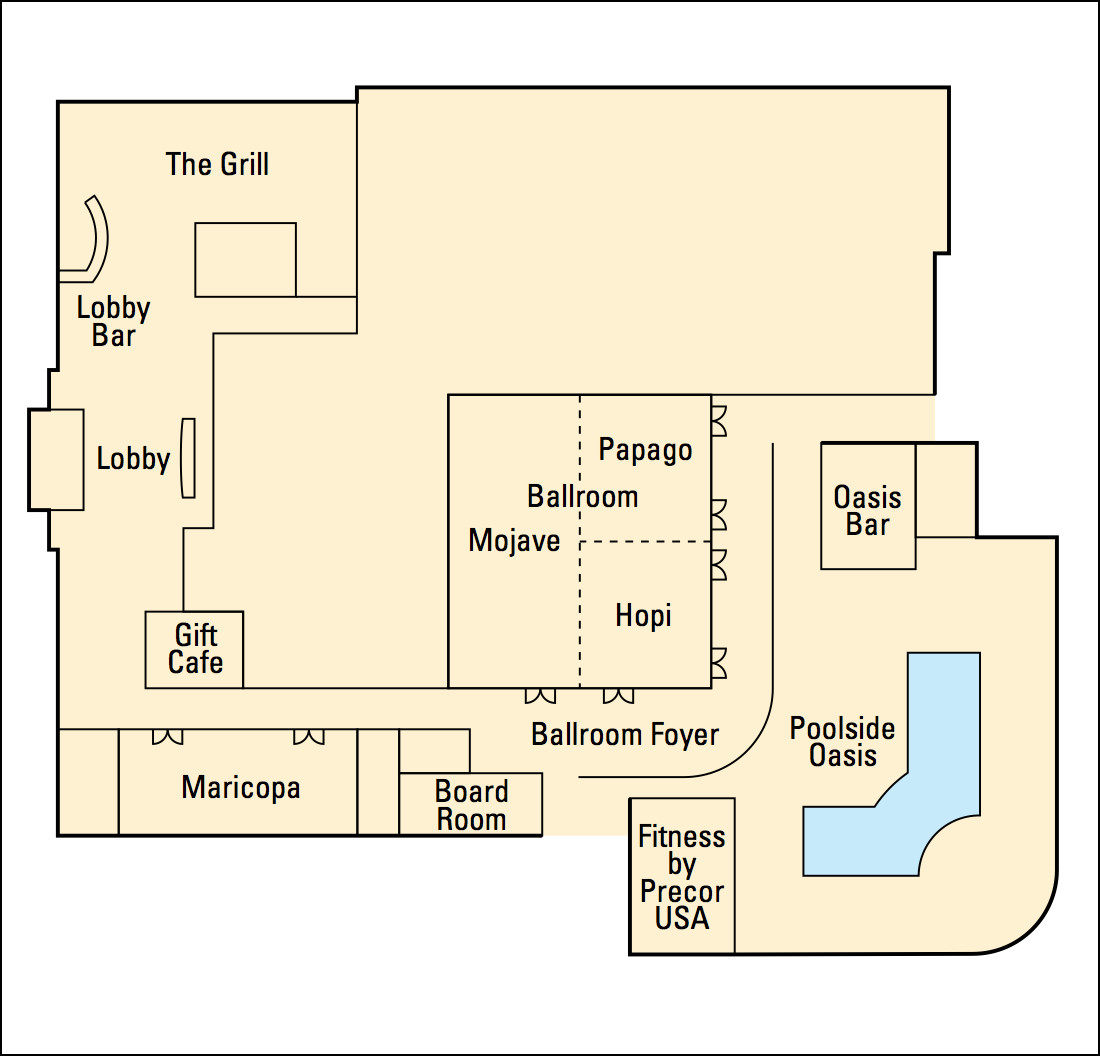
***Conference Wrap-Up, Feedback, TracCloud Implementation Timeline and Open Q&A Forum***

**Mojave**

### Kelly Corder, Redrock Software Corporation

Thank you for attending the 2024 Redrock Conference! We have been pleased to work with you and provide this in-depth training for you. This final session will review the conference and allow for an open question forum. Bring any questions and comments regarding any session topic or about the conference in whole. The entire Redrock team will be available to answer your questions during this session.

Conference Maps – Meeting Rooms



## Conference Maps – Airport to Hotel

