2012 Distance Learning Training Schedule

The Raiser's Edge® Training

Distance Learning Training – Schedule

Course Name	Month	Date	Start Time*	Duration (Hours)
Introduction to SAP Crystal Reports XI	January	TBA	10:00 a.m.	6
Microsoft Outlook® Integration in The Raiser's Edge	January	13 Friday	11:00 a.m.	2
Recurring Gift Batch	January	18 Wednesday	11:00 a.m.	2
Recurring Gift Management Using **RE:EFT™**	January	18 Wednesday	1:30 p.m.	1
Report and Dashboard Essentials	January	9 Monday	11:00 a.m.	3
Generating Donor Acknowledgement Letters and Receipts	January	12 Thursday	11:00 a.m.	4
Mail Essentials	January	10 Tuesday	11:00 a.m.	6
Tracking Actions	January	11 Wednesday	11:00 a.m.	2
Export in The Raiser's Edge 7	February	8 Wednesday	11:00 a.m.	3
Managing Recurring Gifts	February	9 Thursday	11:00 a.m.	2
Query Essentials	February	2 Thursday	11:00 a.m.	3
Reporting: Analytical Reports	February	1 Wednesday	11:00 a.m.	3
Building Relationships with Action Tracks	February	3 Friday	11:00 a.m.	4
Introduction and Overview	February	10 Friday	11:00 a.m.	2
Reporting: Demographic and Statistical Reports	March	20 Tuesday	11:00 a.m.	2
Advanced Query Techniques	March	21 Wednesday	11:00 a.m.	3
Fundamentals of Importing	March	15 Thursday	11:00 a.m.	4
Generating Mail Merge Letters in Records	March	19 Monday	11:00 a.m.	1

Course Name	Month	Date	Start Time*	Duration (Hours)
Globally Add, Edit, and Delete Data	March	16 Friday	11:00 a.m.	3
Event Essentials Part 1	April	26 Thursday	10:00 a.m.	4
Event Essentials Part 2	April	27 Friday	10:00 a.m.	4
Introduction to SAP Crystal Reports XI	April	TBA	10:00 a.m.	6
Reporting in The Raiser's Edge: Financial and Pledge Reports	April	23 Monday	10:00 a.m.	3
Importing Addresses and Phone Records	April	17 Tuesday	10:00 a.m.	4
Importing Constituent Information	April	24 Tuesday	10:00 a.m.	3

* Course times are listed as Sydney local time; please regard time differences as:

- Times shown are 2 hours behind New Zealand
- Times shown are 1 hour ahead Queensland
- Times shown are 3 hours ahead of WA

Distance Learning Training – Course Investment

- 1 Hour Courses $99*
- 2 Hour Courses $199*
- 3 Hour Courses $299*
- 4 Hour Courses $399*
- 5 Hour Courses $499*

*Course investments are listed in AUD.

Package Promotion!

- Purchase any 4 Distance Learning classes for only $1,000
- Purchase any 6 Distance Learning classes for only $1,400
- Purchase any 8 Distance Learning classes for only $1,800

Distance Learning Training – Course Descriptions

Advanced Query Techniques

3 hours

This three-hour instructor-led online class focuses on creating queries with multiple criteria and merging queries. Through instructor-led scenarios, class discussion, and hands-on practice in the sample database, participants learn how to use combining operators and parentheses to define queries with multiple criteria. You also learn how to merge existing queries to create a new query.

Building Relationships with Action Tracks

4 hours

This four-hour instructor-led online class addresses using action tracks to support moves management and build constituent relationships. Through instructor-led scenarios, class discussion, and hands-on practice in the sample data, participants learn to build action tracks and to automate action assignment for constituent records. After taking this class, you will be able to create an action track and assign the track to constituents.

Event Essentials Part 1

4 hours

This four-hour online class lays the foundation for using **RE:Event®** and teaches the various ways of entering and maintaining event, participant, and gift information in The Raiser's Edge 7.

Event Essentials Part 2

4 hours

This four-hour online class builds upon the concepts introduced in Event Essentials Part I and covers the powerful features of The Raiser's Edge that enable you to query and extract event and participant data for reporting, mailings, and use in other software applications.

Executive Course Series

This series of courses is designed to provide executive personnel with insight into the solutions found in The Raiser's Edge database. By completing the curriculum, executives learn about the information stored in the database, where to find the information, and how to use and analyse the information. Each of the five classes provides information about specific content areas of the program. Round table discussions provide the opportunity to apply the knowledge and skills presented in the class to related business processes.

Export in The Raiser's Edge

3 hours

This three-hour instructor-led distance learning class covers the fundamental concepts of the Export function and how to translate those ideas to The Raiser's Edge 7. Through the use of instructor-led scenarios, class discussions, and customer practices in the sample database, participants learn how to plan and create export files that meet their needs. As part of the export process, customers learn to select the appropriate export type and format, differentiate between one-to-one and one-to-many fields, define field criteria, and use summary options.

Fundamentals of Importing

4 hours

This four-hour instructor-led online class introduces participants to basic importing skills in The Raiser's Edge. Through instructor-led scenarios, class discussion, and hands-on practice, participants learn to import constituent and gift records. After taking this course, you will be able to create an import file and update existing records using the Import function.

Generating Donor Acknowledgement Letters and Receipts

4 hours

This four-hour instructor-led distance learning class builds on your basic mail skills of setting mail parameters and building both simple and conditional mail merges. It further develops the skills you already have to include donor acknowledgement letters and receipts. Using the function of Mail, attendees will learn how to create, update, and run donor acknowledgement letters and receipts. Participants will have the opportunity to observe and practice a variety of tasks associated with these functions.

Generating Mail Merge Letters in Records

1 hour

This one-hour instructor-led online class focuses on generating mail merge letters from constituent, gift, and action records in The Raiser's Edge. Through instructor-led scenarios and class discussion, participants identify the steps to produce personalised letters in Records. After taking this course, you will be able to include individual mail merge letters in your constituent relationship strategy.

Note: *This class does not cover the creation of mail merge templates. For information about creating mail merge templates, please attend the* ***Export in The Raiser's Edge*** *online class.*

Gift Batch in The Raiser's Edge

3 hours

This three-hour instructor-led distance learning class discusses how to use the Batch function to add multiple gift records to The Raiser's Edge in a spreadsheet format. Through instructor-led scenarios, class discussion, and hands-on practice in the sample database, participants learn to set up, validate, and commit gift batches in The Raiser's Edge.

Globally Add, Edit, and Delete Data

2 hours

This two-hour instructor-led online class focuses on global tools in The Raiser's Edge. Through instructor-led scenarios, class discussion, and hands-on practice, participants learn to add, edit, and delete groups of records. After taking this course, you will be able to include the Globally Add Records feature, Globally Change Records feature, and Globally Delete Records feature in your data maintenance strategy.

Importing Addresses and Phone Records

4 hours

This four-hour instructor-led online class addresses how to import addresses, phone numbers, email address, and web addresses in The Raiser's Edge. Through instructor-led scenarios, class discussion, and hands-on practice, participants learn to import multiple addresses and phone records for a single constituent. After taking this course, you will be able to format an import file for addresses and phone records and import the information.

Intermediate SAP Crystal Reports XI

6 hours

This six-hour instructor-led distance learning class focuses on using SAP® Crystal Reports® XI to create custom reports with data from The Raiser's Edge. Through instructor-led scenarios, class discussion, and hands-on practice in the sample data, participants learn how to create formulas, generate sub-reports, and apply conditional formatting in SAP Crystal Reports for Blackbaud XI.

Introduction and Overview

2 hours

This two-hour instructor-led online class focuses on navigation, the four main types of tasks, and login-specific options in The Raiser's Edge. Through instructor-led scenarios, class discussion, and hands-on practice in the sample data, participants learn about data entry, data processing, customisation, and help areas in The Raiser's Edge. Participants also learn how to navigate, create a personalised home page, and set preferences in The Raiser's Edge. After taking this class, you will be able to list the four main program areas, navigate, and personalise the system.

Introduction to SAP Crystal Reports

6 hours

This six-hour instructor-led distance learning class focuses on using SAP Crystal Reports XI to create custom reports with data from The Raiser's Edge. Through instructor-led scenarios, class discussion, and hands-on practice in the sample data, participants learn how to use exported Raiser's Edge data to create basic reports in SAP Crystal Reports for Blackbaud XI.

Mail Essentials

5 hours

This five-hour class discusses standard functionality of the Mail function in The Raiser's Edge. Attendees will learn how to identify the appropriate mail type for a mailing, set up a parameter file, perform a simple mail merge, and use a conditional field to perform a conditional mail merge. To explore the concepts of mail, participants will have the opportunity to observe and practice mail tasks specifically using the functions of Envelopes, Labels, Appeal Cards, and Quick Letters. Please plan for the class to last six hours, as we allow one hour for lunch.

Managing Campaigns, Funds, Appeal

5 hours

In this five-hour instructor-led class, participants will learn how to set up a Campaign, Fund, and Appeal structure to easily support, track, and report on their fundraising initiatives. Attendees will also learn how to set up relationships between Campaigns, Funds, and Appeals that encourage accurate gift entry. Please plan for the class to last six hours, as we allow one hour for lunch.

Managing Duplicate Constituents and Table Entries

2 hours

This two-hour instructor-led online class focuses on preventing and removing duplicate constituents and table entries in The Raiser's Edge. Through instructor-led scenarios, class discussion, and hands-on practice, participants learn to use the Merge Constituents and Table Cleanup features. After taking this course, you will be able to include data cleanup options in your data maintenance strategy.

Managing Pledge Gifts

2 hours

This two-hour instructor-led online class focuses on recording pledge gifts in The Raiser's Edge. Through instructor-led scenarios, class discussion, and hands-on practice in the sample data, participants learn how to create and update gift records for pledges. After taking this course, you will be able to manage pledge gifts in The Raiser's Edge.

Managing Recurring Gifts

2 hours

This two-hour instructor-led distance learning class focuses on recurring gifts in The Raiser's Edge. Through instructor-led scenarios, class discussion, and hands-on practice in the sample data, participants learn how to create and manage recurring gifts. After taking this class, participants will be able to add recurring gifts, record payments for recurring gifts, and amend recurring gifts.

Microsoft Outlook® Integration

2 hours

In this two-hour instructor-led distance learning class, participants will learn how to integrate The Raiser's Edge 7.5 or higher with Microsoft Outlook, and synchronise contacts, appointments, and tasks with records in The Raiser's Edge.

Query Essentials

3 hours

This three-hour class covers the fundamental concepts of query design and how to translate those ideas to The Raiser's Edge 7. Through the use of instructor-led scenarios, class discussions, and customer practices in the sample database, participants learn how to navigate within the Query function, select the correct type and format for their queries, and build basic queries including the operator and summary criteria.

Recurring Gift Batch

2 hours

This two-hour instructor-led distance learning class focuses on using the Batch function in The Raiser's Edge for recurring gifts. Through instructor-led scenarios, class discussion, and hands-on practice in the sample data, participants learn how to use Batch for recurring gifts and recurring gift payments. After taking this class, participants will be able to use Batch to create recurring gifts and automatically generate recurring gift payments.

Recurring Gift Management Using RE:EFT

1 hour

This one-hour instructor-led distance learning class focuses on the benefits of using The Raiser's Edge and RE:EFT to track and process EFT transactions. Through database setup scenarios, relationship record scenarios, gift and report workflows, and class discussion, participants are introduced to using RE:EFT to process direct debit and credit card transactions. Class materials and dialogue guide participants from goals to solutions by leveraging available functionality in program areas like Configuration, Records, and Batch.

Reporting: Analytical Reports

3 hours

This three-hour class helps you analyse very specific information on selected subjects, such as the giving habits of your constituents, the performance of your solicitors, and the effectiveness of your appeals. You will learn to generate year-over-year donor comparisons, donors by category, and top donors.

Reporting: Demographic and Statistical Reports

2 hours

This two-hour instructor-led distance learning class focuses on the generation of constituent and gift tallies, summaries, and statistical reports in The Raiser's Edge. Through class discussion and hands-on practice in the sample data, you will learn how to identify the appropriate reports for various needs, include specific data types in reports, and select custom formatting options.

Reporting: Financial and Pledge Reporting

3 hours

This three-hour instructor-led distance learning class focuses on the generation of lists and summaries for gifts, pledges, and recurring gifts in The Raiser's Edge. Through class discussion and hands-on practice in the sample data, participants you will learn how to identify the appropriate reports for various needs, include specific data types in reports, and select custom formatting options.

Reporting: Profiles, Lists, and Directories

3 hours

This three-hour instructor-led distance learning class focuses on the generation of contact reports and constituent information summaries in The Raiser's Edge. Through class discussion and hands-on practice in the sample data, participants learn how to identify the appropriate reports for various needs, include specific data types in reports, and select custom formatting options.

Report and Dashboard Essentials

3 hours

This three-hour instructor-led distance learning class discusses how to use reports and dashboards to analyse and present your Raiser's Edge data. Through the use of instructor-led scenarios, class discussions, and hands-on practices in the sample database, you will learn to design and run a variety of reports and dashboards. As part of the process, participants select the records included in, identify the fields that display on, and define formatting for reports and dashboards.

Tracking Actions

2 hours

This two-hour instructor-led online class focuses on storing actions in The Raiser's Edge. Through instructor-led scenarios, class discussion, and hands-on practice in the sample data, participants learn how to create and update actions on constituent records. After taking this course, you will be able to use actions to manage internal and external tasks related to constituents.

➤ To learn more about Blackbaud's Training, visit www.blackbaud.com.au or contact your Blackbaud account representative.