Adult and Community Education
ace
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ACE Outcomes

A simple, practical tool to help reduce cost and measure outcomes

About ACE Outcomes

ACE Outcomes is a web-based outcomes tool that uses client surveys to measure, or “trace” whether your organisation is making a positive difference in people’s lives and achieving its objectives.

Why ACE Outcomes?

Whilst other online systems allow you to create surveys and measure results, the beauty of the ACE Outcomes system is that it allows your clients to take a comparative survey both pre and post using your services. The results reported provide an indication of the contribution your services have made to their lives.

Because the surveys are completed by your clients, the results can be used for reporting - for them it becomes a record of their journey and for you it provides evidence of service impact - essential when looking to receive funding.

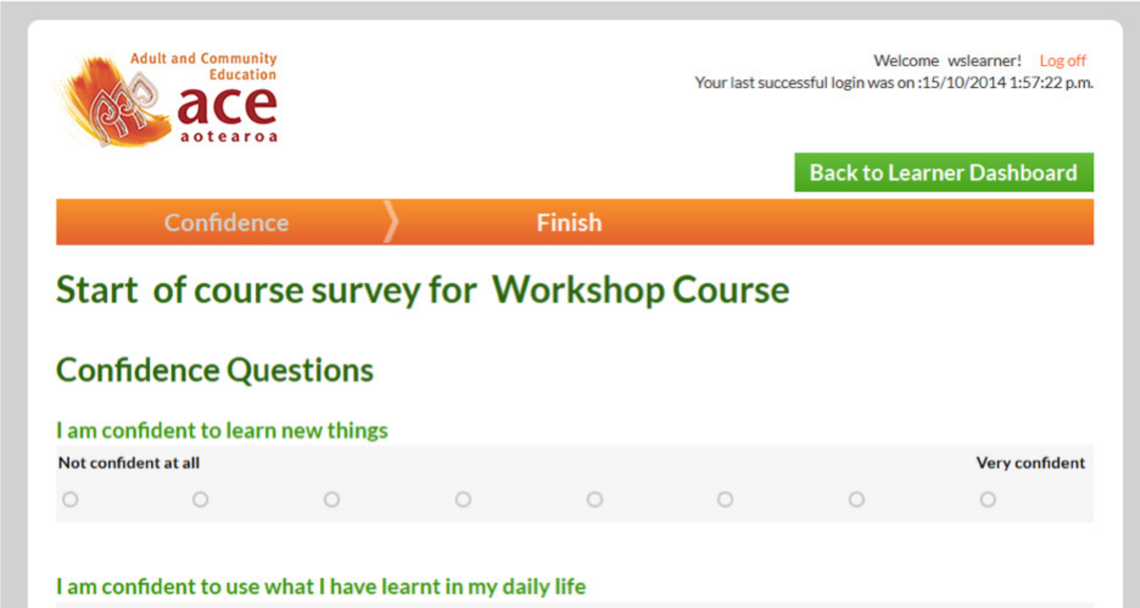
We have expert consultants with a wealth of industry knowledge that can assist to ensure that you are collating and reporting the most relevant outcomes data.

How does ACE Outcomes work?

The system works using the following process:

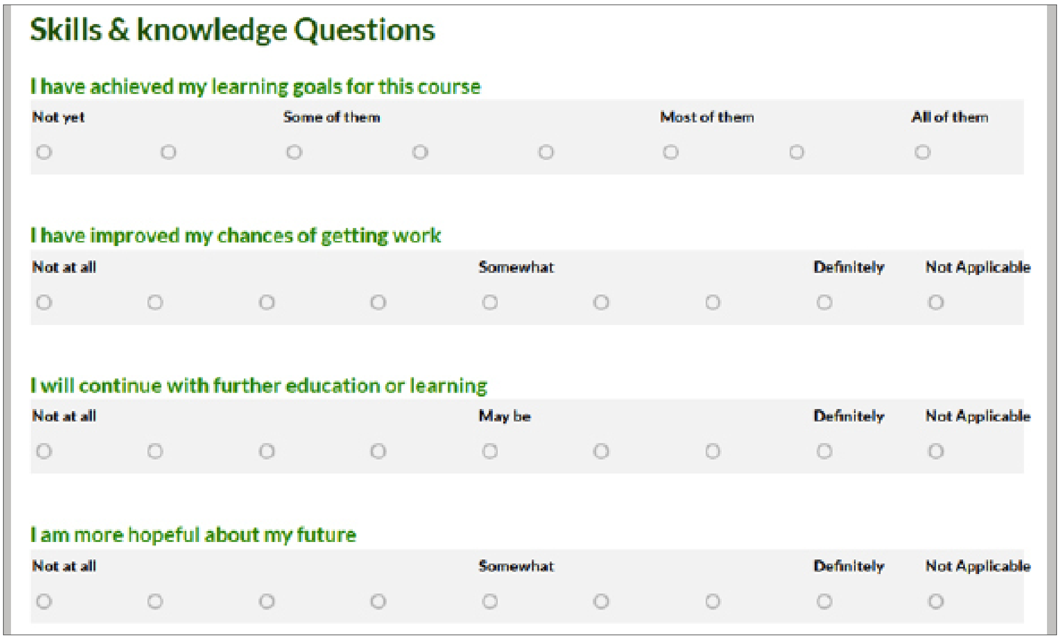
STEP 1

Determine your objectives - what you are trying to achieve? For example a budgeting service may want to measure a client's shift in confidence in operating their financial system; or a counselling service may want to evaluate a client's confidence and hope levels pre and post counselling.



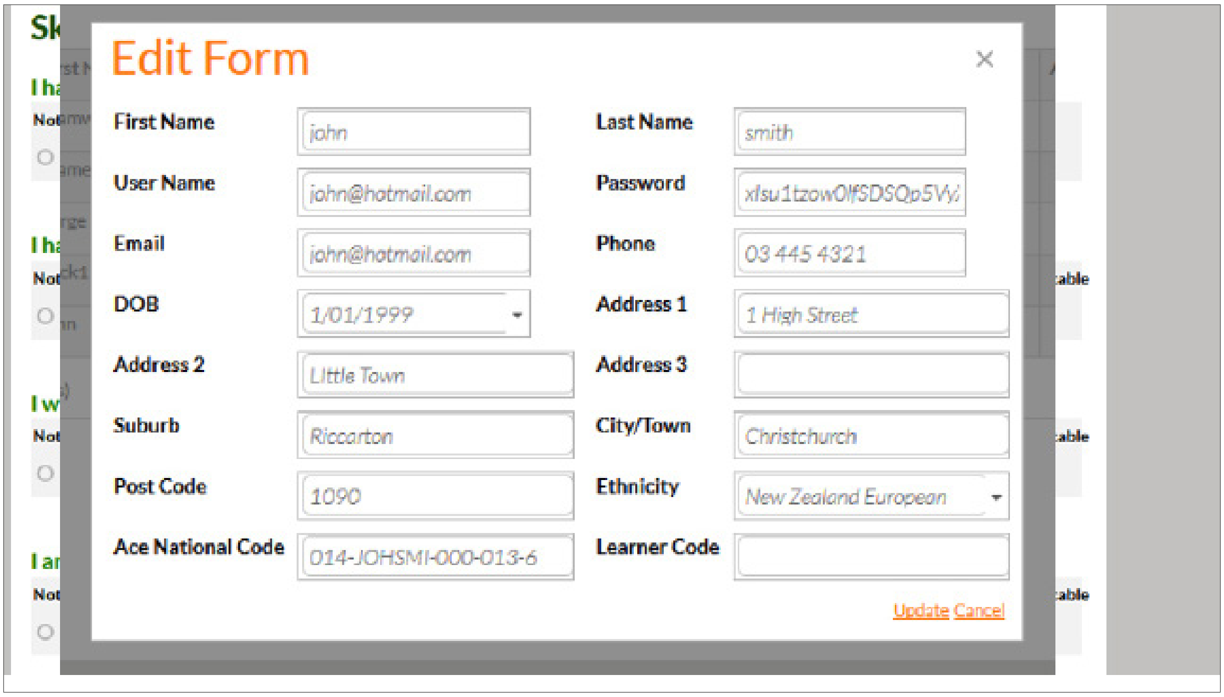
STEP 2

Create pre and post service surveys that capture data that you can use to highlight client outcomes. Our industry experts can help you tailor these questions to ensure they also match your funder's reporting requirements.



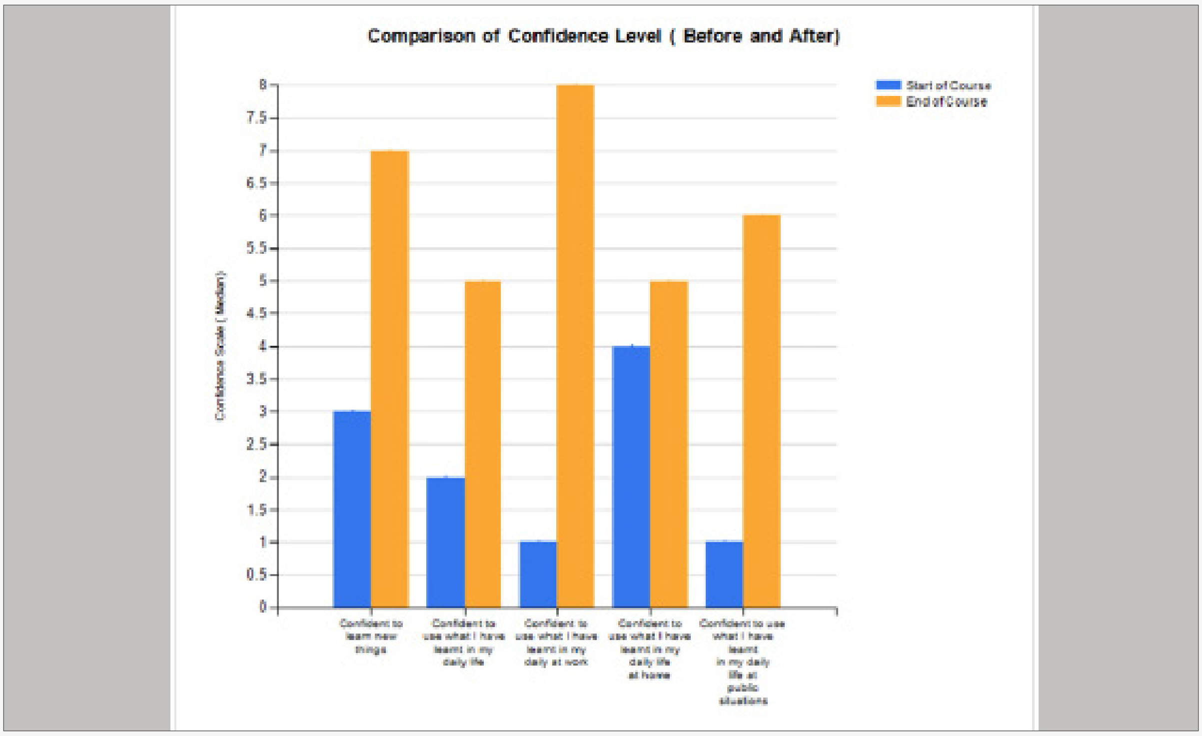
STEP 3

The system acts as a client registration database when clients signup to fill out the surveys.



STEP 4

Once survey data have been captured, a selection of reports are available to easily see, in both visual and raw data format, how your clients' levels have improved.



What are the key features of ACE Outcomes?

Simple and practical
An easy to use tool to help you reduce cost and measure outcomes to give you evidence that you are contributing to making a difference in people's lives.

Record what matters
The client-survey system can be tailored to measure the main important factors that demonstrate your clients are achieving their objectives.

Client registration database
The system acts as a client registration database

Paper based or online
Paper-based surveys can be bulk uploaded into the system, or your clients can complete surveys online.

Web based
The system is accessible from anywhere in the world with internet connectivity.

Brand control
Your logo can be added, and system colours altered to remain consistent with your branding.

Mobile App
Available optionally as a handy mobile app for iPhone and Android devices.

Compare programmes
If you have multiple programmes you can measure which results in greater gains for more clients.

Expert consultancy
Receive consultancy on outcomes from an industry expert who can help you tailor the system to your funder's reporting requirements.

Secure
Three levels of access with secure logins - Provider, Staff and Client.

Support available
Receive support from the developers of the system if you have technical issues.

Customisation options
Our developers can work with you to customise the system to your needs.

Training workshops
We run low-cost, short and effective training workshops

What are the different access levels?

There are three levels of access – Client, Staff and Provider.

The "Client" level allows a client to:

- View or edit their profile details
- Fill out a survey before a programme
- Fill out a survey following a programme

View reports for each of the programmes that they are assigned to

The "Staff" level allows a staff member to:

- View and edit their profile details
- Manually enter programme data (for instance if a client has filled out a paper survey)
- View the clients assigned to a programme and whether they have completed the pre and post programme surveys
- View reports for the programmes that a staff member is assigned to

The "Provider" level allows an organisation to:

- Enter organisational profile details
- Add staff
- Add programmes
- To assign staff to a programme
- Bulk import clients via a csv file upload
- View reports for the various programmes offered, and organisation-wide reports

Note:
Each of the three levels of access have secure logins requiring username and password. If a user forgets their login details the functionality exists for them to retrieve these details by entering their email address, to which the relevant details will be sent.