



Training Catalog

Letter from the Training Team

All too often, new software means boring trainings.

Apricot software™ Training is different. Our training isn't just about Apricot software, it's about the people you serve. It's about more than just achieving your outcomes, it's about making the world a better place.

In Apricot Trainings, we promise we will not talk at you about features and widgets. Instead we will talk about how Apricot software fits into your world, and how you can use it to help real people achieve real outcomes.

The Apricot Training team is committed to helping you understand how the software can help you be the best you can be. We look forward to learning how you plan to use Apricot software to make the world a better place.

Thank you for all you do in the world!

— The Apricot Training Team

Navigating the Catalog

Use the suggested courses below based on your role in your organization. Click the course title or series for more information on what is included and how to access it!

Course Title Click course name to be directed to its description	Apricot End User For users who perform data entry	Apricot Administrator For users who manage the look, feel, and function of Apricot
Apricot End User 101	X	X
Apricot End User 201	X	X
Apricot End User 301	X	X
Custom End User Orientation	As needed	As needed
Administrator Level I		X
Administrator Level II		As needed
Administrator Level III		X
Administrator Level IV		X
Apricot Admin Certification Exam		X

Pricing in the Catalog

FREE TRAINING:

There are two types of free training offerings; the [Basic eLearning Library](#) and the [MicroLearning Library](#).

SUBSCRIPTION-BASED TRAINING (\$):

Organizations may purchase an annual training subscription, which includes one year of ongoing access to all training for one administrator.

Administrator Training Subscription

For Apricot Administrators and includes unlimited access to:

- [Administrator Boot Camp](#)
- [Administrator Virtual Interactive Labs](#)

“ALA CARTE” TRAINING (\$):

Users may opt out of the subscription and purchase any boot camp or lab as a single training session. The cost of a single session of each class is listed next to the name of the course, e.g. Report Building (\$100).

Basic eLearning Library

To access the following eLearning modules for the first time, [click here](#) and enter the code "Apricot End User". Each module will take you through a series of short recordings.

Apricot 101

Topics include What is Apricot?, Logging In, Navigation, and accessing Customer Care & Help Center.

Apricot 201

Review Searching, Creating a Tier 1 Record, Creating a Tier 2 Record, and Best Practices in Data Entry.

Apricot 301

Review Linking Forms, Creating Batch Records, Apricot Tools, and Exporting & Printing.

Administrator Boot Camp & Virtual Interactive Labs

Boot camps are intensive, multi-day trainings that review basic features and functions within the software. Virtual Interactive Labs are 60-90 minute courses that review single features within the software. Administrators must attend a boot camp before attending a lab. The following trainings are included in the [Administrator Subscription](#) or can be purchased [ala carte](#) in the [Training Calendar](#).

LEVEL I: Boot Camp & Basics

Apricot Administrator Boot Camp (Virtual - \$1000, Onsite - \$1195)

The Apricot Administrator Boot Camp provides administrators with knowledge they need to be a success! This interactive class includes hands on activities to review all basic Apricot features as well as advanced form configuration and report design. Topics covered include report building, form building, managing user access, and much more! (Provided on site for 3 days or virtual over 4 afternoon sessions)

Prerequisites: Basic eLearning Library

Form Logic (\$100)

Attendees will learn how to setup Form Logic in Apricot. Form Logic allows forms in Apricot to conditionally show, hide, require and highlight fields on a form when certain conditions are met.

Registration Grid (\$100)

This training will prepare Administrators to use the Registration Grid interface to create events (or classes), register participants and track their attendance. We'll also see how the forms in your site work together to create this grid interface, useful for long term maintenance.

Import Tool (\$100)

This course details how to use the Import Tools to allow multiple records to be entered and saved at one time. Data saved within a spreadsheet can be imported in batch, eliminating the need to manually create or update individual records.

Microsoft exchange Integration (\$100)

In this training, Apricot Administrators will be prepared to integrate a Microsoft Exchange account with Apricot and configure forms to allow appointments to be set at the time of record creation.

LEVEL II: Refresher Labs

Building Reports (\$100)

This course will provide the administrator with the skills to build and publish basic reports to maximize the potential of their Apricot database. By the end of this course, administrators will know how to pull in data from both Tier 1 and Tier 2 records and format reports using grouping and filtering.

Creating Graphs (\$100)

Every Apricot report has the ability to include a graphical representation of data. This course will discuss formatting and preparing a report to include a graph. A graphical representation of special columns, summaries and comparisons will also be discussed.

Designing Forms (\$100)

This course will look at the techniques an administrator uses to create, modify and manage effective Tier 1 and Tier 2 forms for their Apricot database. Administrators will learn about various data entry fields and form building best practices.

Linking Forms (\$100)

This course builds on the administrator's knowledge of form building through the use of linking fields. Links are special fields that allow you to connect records of one form to records of another form. The administrator will learn about the various types of linking fields and learn how to apply them to Tier 1 and Tier 2 forms.

Managing Data (\$100)

Administrators have many tools at their disposal to manage data that their users are entering and to optimize the user experience. This course will provide administrators with instruction on Data Archives, Archived Records and Record Audits.

Managing Users (\$100)

Providing users with appropriate access to forms and features within your Apricot database is a key piece of Apricot administration. This course will provide administrators with instruction on setting up user records, applying user permission sets, and implementing User Record Level Access.

LEVEL III: Apricot Enhancements & Add Ons

Workflow (\$100)

This course will walk administrators through building and managing workflows within Apricot. Administrators taking this course, should have experience managing forms within their site.

Referrals (\$100)

This course provides administrators with tools they will need to setup and manage the referrals tool within their site.

Intake & Connect (\$100)

This course will prepare Apricot Administrators to manage and maintain Connect and Intake, the features in Apricot that allow participants to enter and manage their own data.

Guest User Access (\$100)

This course will prepare Apricot Administrators to manage and maintain Guest User Access in Apricot to allow non-staff members access to select content in Apricot.

Aggregate Reports (\$100)

This course will provide administrators with instruction on using the Aggregate Reporting tool to create a single report that pulls data from multiple reports.

LEVEL IV: Apricot Advanced

Comparative Reports (\$100)

This course will provide administrators with instruction on using the aliases tool to create reports that allow cross column comparisons.

Outcomes Based Reports (\$100)

This course will discuss how to use the outcomes tool in reports to view an organization's progress towards accomplishing outcome goals and performance targets.

Optimizing Forms for Effective Reporting (\$100)

This course will guide Apricot Administrators through thinking critically about how their forms are designed to enable accurate and robust reports. Topics covered include creating new report centered forms, how field selection relates to reporting, and repairing inadequate forms

Custom Trainings

Trainings provide an overview of Apricot functionality as it relates to your organization's configuration and goals. A training agenda and PowerPoint presentation will be provided prior to each training. Trainings will be conducted virtually, unless an onsite upgrade is purchased. Up to 12 participants per class.

End-User Training (\$800)

This course will prepare end users to incorporate Apricot software in their day-to-day duties and review the end user business process as it relates to Apricot for one program or grant. Purchase multiple User Trainings to accommodate additional programs.

Train the Trainer (\$1200)

This course will prepare administrators to train their end users. The session will review custom training materials and provide tips to conducting a successful end user class.

Certification Exam

The following certification exam distinguishes the most capable Apricot users. To begin the certification process, purchase the exam and email certifications@socialsolutions.com.

Apricot Administrator Exam (\$350)

The Apricot Administrator exam is designed to certify administrators in the use of the Apricot system. This exam consists a written exam and a practical exam, In the written exam, test takers will answer questions from a pre-configured Apricot environment. The practical exam will consist of building an Apricot environment, including configuration, data entry, assisting users, uploading data, and reporting. For all the modules, users will log in to their own Apricot to make changes in the software side-by-side with the exam module.

The written portion is 50% of the user's exam grade, the other 50% will be counted by the user's score in the practical section. Administrators will have one week to complete the exam a from the time of purchase.

Cancellation Policy

Social Solutions has developed the following cancellation policies. In the rare event that a training needs to be canceled due to an insufficient number of registered attendees, Social Solutions will provide notification at least 14 days prior to the training. Please be mindful when making travel reservations so that you can cancel your accommodations without penalty.

Cancellations 14 Days Prior

Cancellations can be made up to 14 days prior to an event to receive a full refund. Alternatively, registrations can be transferred to a later event without penalty. Registrations can be transferred up to two times.

Cancellations within 14 Days

Registrations that are canceled within 14 days of an event can be transferred without penalty to an event that is being held within 90 days. No refunds will be issued if the cancellation is made within 14 days of the event.

Cancellations the Day of or After

Cancellations on the day of, or after an event will result in the attendee being charged 20% of the total course costs.

**Social Solutions reserves the right to amend this policy at any time without notice.*

Classroom Expectation Policy

Social Solutions Global trainers are dedicated to creating a safe, engaging and learning environment. This effort is aligned with the Anti-Harassment Policy in the Social Solutions Employee Handbook which in part offers, “a working environment that promotes respectful and congenial relationships between employees, and that is free from all forms of harassment by anyone, including ... vendors, or customers.” In turn, students are expected to use computer resources and classroom time constructively for educational purposes. It is expected that a mutually respectfully relationship exists within the classroom that is free of materials, pictures, conversations or overtones that are inappropriate in nature, including but not limited to political, sexual or religious content. The trainer has the right to dismiss anyone who intentionally acts inappropriately or seeks to offend others in the classroom (in the virtual learning environment this might mean limitations to particular tools). The spirit of the learning environment is maintained by the efforts of all class participants.

Trainer Bios

Jess Coburn, Director of Training

As the Director of Training at Social Solutions, Jessica Coburn spends her time developing trainings that teach customers about Apricot's comprehensive functionality. Prior to joining SSG, Jessica designed case management software for the University of Virginia and conducted trainings for many different groups of students including social workers, teachers, FBI agents, and law students. She holds a BA in Communication from McDaniel College and a MA in Organizational Communication from Emerson College. Jessica lives in Richmond, Virginia with her husband, Perry, and her two cocker spaniels, Blue and Potato.

Sabrina Gilbert, Training Associate

Sabrina Gilbert has been working with Social Solutions since 2006 and is formerly a member of the Customer Service department. During her time working with the customer support team she taught online and on-site trainings, and helped the technical service team configure sites for new customers. Sabrina made the transition to full-time Training Associate in December 2012. Sabrina is very happy to help customers further their knowledge and develop an understanding of the software so that their organization can reach their program goals.

Val Hewitt, Training Associate

Val Hewitt began her career as an AmeriCorps member in Providence, Rhode Island, fostering a love of social service work. After college, she moved to New Jersey where she worked at the American Red Cross. Val moved back to Maryland and has worked at Nationwide Insurance and Trader Joe's. Val has a degree in History from Towson University, and originally hails from New Jersey. She currently lives in Baltimore, and is learning how to can things like pickles, tomatoes and jams, and is Co-Captain of her Bocce team.

Katie Hange, Training Associate

Katie Hange is our most recent addition to the Training Team. She is originally from Northeast Ohio and went to college at Miami University in Ohio. After working over 3 years as a Corporate Trainer where she travelled all over the world opening new locations, building and training diverse teams, Katie found Social Solutions and shifted into the Customer Training realm. She's lived in Australia, the Bahamas, and California, and currently lives and owns a home in Austin, TX.