

## Academic Manager System Reporting Enhancements

We recognize that the value of assessments relies on accurate, usable reporting, and we have made significant improvements to our outcomes reporting to simplify student performance tracking for educators.

1. We improved the export function so assessment outcomes can be more easily exported to an Excel spreadsheet for deeper analysis and review.
2. We improved the presentation of in-system reporting to aid analysis, such as improving the ability of the system to expand and collapse large sets of data for easier management.
3. We made some backend improvements to speed up the rendering of reports for greater convenience and time efficiency.

## Academic Manager Systems Faculty Training

We strive to make our platforms as user-friendly and intuitive as possible, but scheduling a faculty training session ensures your institution is getting the best possible score reporting to fit your needs.

To schedule your faculty training session, email [clientsupport@exammaster.com](mailto:clientsupport@exammaster.com)

## What we've been working on

For information on recent projects and products, follow the links below

- Pharmacy Pre-Matriculation Program ([Pharm Pre-Mat](#))
- Physician Assistant College Admissions Exam ([PA-CAT Exam](#))
- Exam Master Accessibility Conformance Report ([VPAT](#))

## Welcome to the Support Team!

We are happy to announce two new members of our Client Support and Customer Service Team!

**Claudia** has returned to Exam Master and will be overseeing Client Support, Customer Service, and Client Trainings. She comes to Exam Master with 10+ years of higher education teaching experience in the classroom and online.

**Marie** will be assisting student users and helping in Client Support. Her extensive background in customer service and non-profit education will be valuable resources for the team.

## Support Hours & Contact

### For Faculty Users

Mon-Thur 8AM-5PM, Fri 8AM-4PM (EST)  
Chat Hours: Mon-Fri 8AM-4PM (EST)  
✉ [clientsupport@exammaster.com](mailto:clientsupport@exammaster.com)  
☎ 800-572-3627

### For Student Users

Mon-Thur 9AM-5PM, Fri 9AM-4PM (EST)  
✉ [customerservice@exammaster.com](mailto:customerservice@exammaster.com)

## Blog Posts & Documents

### Working with Blueprints and Test Plans

In the course of our work supporting PA programs and other health professions, we often hear that faculty struggle with building high-quality assessments. Like a house or structure, an important starting point for any assessment is the blueprint or test plan. Read more [here](#).

### VPAT: Ensuring Access for All Users

We recently completed an extensive usability review of our testing platforms, Exam Master Online and Academic Manager, to ensure they meet the federal standards required by Section 508 of the Rehabilitation Act, which requires federal agencies (and those entities serving federal agencies) to make their information and communications technology (ICT), including websites and online training resources, accessible to everyone, including people with disabilities. Read more [here](#).

**Guide to Editing Questions in Academic Manager**  
Click [here](#) to read.

*Check out more of our blog posts [here!](#)*