



SKYWARD SUPPORT OPTIONS

Live Chat

Much like a social media platform, live chat offers the opportunity to connect with a Skyward professional immediately for all of your quick questions and concerns.

Help Center

Help Center is a collection of every tutorial, flow chart, check list, and training video we have ever created for the system. Set aside a few minutes every week to dive into a specific topic, and you'll find yourself getting that time back and more with increased productivity.

Phone Support - Service Calls

Want to talk in person with a Skyward professional? Skyward's Consulting & Support Specialists are available to help answer all of your questions and concerns. Skyward professionals also have the ability to remote into your terminal to show you how to complete tasks right on your desktop.

On-Site/Webinar Training

Skyward offers both on-site and webinar trainings for customers who want to have a more "hands-on" training environment. On-site trainings bring a Skyward professional to you, for a much or as little hands-on personal training as you need. Webinar trainings happen via WebEx and typically last for about 3.5 hours to cover all the topics your district needs.

Community

The Skyward Community is the place to go when you want to bounce ideas off of other people in similar roles with similar responsibilities. We're all smarter together, and there's almost nothing that hasn't been done by someone somewhere.

User Groups

If you value one-on-one fact time with Skyward staff or want to hear best practices from more experienced Skyward users with similar job responsibilities, User Group Conferences are the place for you. Held throughout the U.S., user groups are typically organized by existing Skyward customers through independent state steering committees.

Events

Events aims to build on your success by offering a number of free training sessions every month that highlight different hot topics with your Skyward solution. These brief 1-3 hour sessions span a wide range of roles and experience levels, with the ultimate goal of helping you do you job more effectively.

Professional Development Center

Skyward's Professional Development Center is the ultimate resource for just-in-time refresher courses, advanced mastery lessons, and even certifications as a Skyward expert in specific areas of the software. Take a deep dive into courses tailored to your role to help create a smooth transition to the Qmlativ solution.

IN 2022, SKYWARD RECORDED...



Live chats



Service Calls



Hours of
WebEx
Trainings

MANY UTILIZED SKYWARD'S SUPPORT OPTIONS...



9,381
Registered
Community
users



72,941
Registered PDC
users



9,049
Course completion
certificates awarded
for SMS 2.0

SKYWARD OFFERED SEVERAL LEARNING AND NETWORKING OPPORTUNITIES...

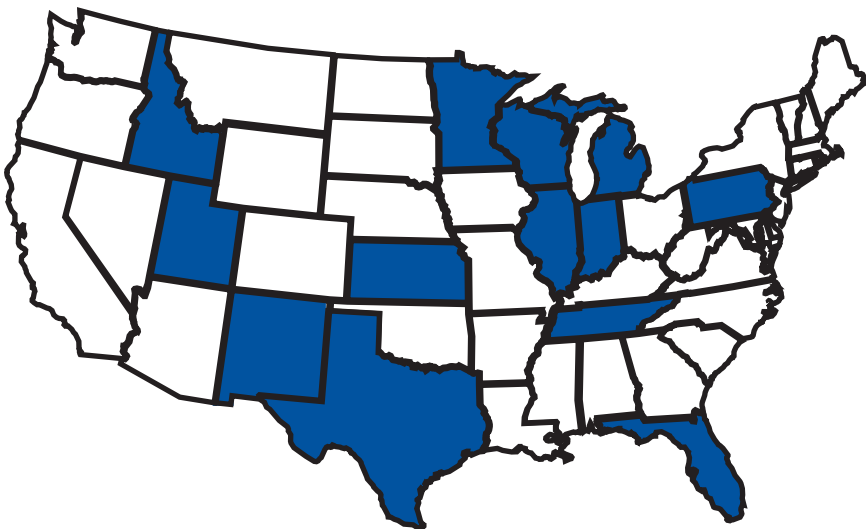


81
Skyward Academy
Webinar sessions



43
Business suite related sessions

38
Student suite related sessions



13
Different states hosted a user group
conference each year

4,987
Customers attended a user group
in 2021