



# ***Arkansas Consumer Report System User Manual***

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## About ACRS

The Arkansas Consumer Report System (ACRS) was developed in response to the Workforce Investment Act (WIA) of 1998. The ACRS system provides post-secondary education and training providers with an internet application in which they can enter information about programs they provide to potential students, both WIA and non-WIA eligible. These providers can also use the ACRS system to generate WIA Training Provider applications in order to become certified Eligible Training Providers.

Local Workforce Investment Boards (LWIB) can use the system to review applications and assign an approval status. State level users at Arkansas Workforce/LMI can use the system to oversee operations by education and training providers and LWIBs. State level users also have the administrative responsibilities of the system in which new providers are added, state and local performance standards are entered, and general data maintenance functions are performed.

The general public can access ACRS in order to gather information about post-secondary institutions and training programs in the state of Arkansas. Links to related WIA information will be available to all ACRS users.

## Screen Components

These Components are common to all screens in the ACRS System.

### ACRS Menu

<a href="#">ACRS Home</a>	<a href="#">Help/User's Guide</a>	<a href="#">About WIA</a>	<a href="#">Glossary</a>	<a href="#">Related Links</a>
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The ACRS Menu is located at the top of every ACRS screen and contains the following links:

- [ACRS Home](#) – Links to the *ACRS Home* screen
- [Help/User's Guide](#) – Links to the *User's Guide* screen
- [About WIA](#) – Links to the *About WIA* screen
- [Glossary](#) – Links to the *Glossary* screen
- [Related Links](#) – Links to the *Related Links* screen

### Printing

[Print Report](#)

[Print All Report](#)

Some ACRS screens have links at the bottom of the page for printing:

- [Print Report](#) – Links to a printer friendly version of the current page of the list
- [Print All Report](#) – Links to a printer friendly version of all pages of the list (This link appears when lists span multiple pages.)

### Screen Counters

This page has been accessed 394 times.

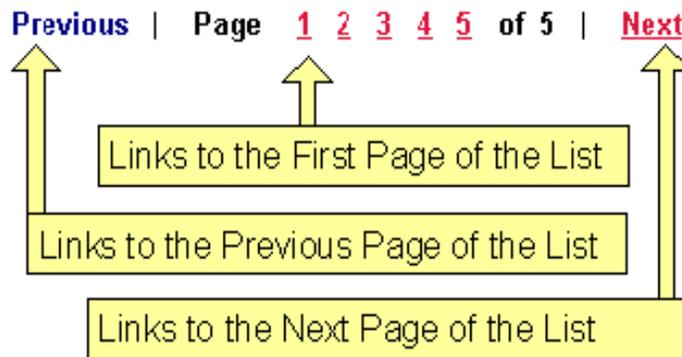
A screen counter is located at the bottom of every ACRS system screen. The screen counter displays the number of times that the screen has been accessed.

## Multiple Page List Navigation

All List screens in ACRS will display no more than 10 records per page. When a list has more than one page, links will appear at the bottom of the list for navigating to other list pages.

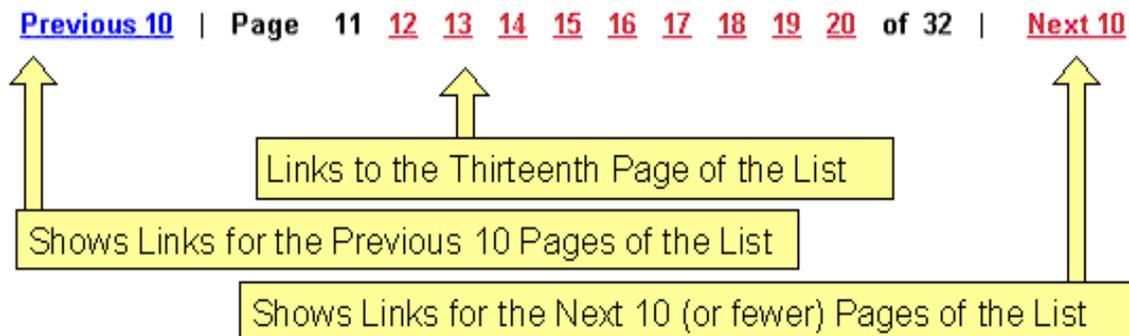
If the list has 15 or less pages, then the following links will appear at the bottom of the list:

- Previous – Links to the Previous Page of the List
- Page ### of # - Links to specific pages of the List and indicates the total number of available pages
- Next – Links to the Next Page of the List



If the list has more than 15 pages, then the following links will appear at the bottom of the list:

- Previous 10 – Shows the Links for the Previous 10 Pages of the List
- Page ### of # - Links to specific pages of the List and indicates the total number of available pages
- Next # – Shows the Links for the Next 10 (or fewer) Pages of the List



# ACRS Home Page

The *ACRS Home Page* is the main menu and welcome screen for ACRS. Links on this screen navigate to the following screens:

- [What's New](#) – Links to the *What's New* screen which contains information about the new ACRS system.
- [Find Providers and Program \(Consumer Report\)](#) – Links to the *Find Providers and Programs* screen where you can search for Providers and Programs.
- [Guide to Educational Training Programs for Demand Occupations](#) – Links outside of ACRS to the AESD site where you can view a list of training programs for occupations that are in demand.
- [Registered Users Login Here](#) – Links to the login screen for registered ACRS users.

## ACRS Home Page



Welcome to ACRS

Arkansas Consumer Report System!

- [What's New](#)
- [Find Providers and Programs \(Consumer Report\)](#)
- [Guide to Educational Training Programs for Demand Occupations](#)
- [Registered Users Login Here](#)



This site requires [Microsoft Internet Explorer](#) or [Netscape](#) in Version 4.0 or higher.



## The User's Guide Screen

The User's Guide screen contains information on using ACRS. Links on this screen navigate to the following screens:

- [Welcome Page](#) – Links to the ACRS Home Page.
- [What's New](#) – Links to the *What's New* screen which contains information about the new ACRS system.
- [WIA Eligible Training Provider Policy and Procedures](#) – Links to a PDF document with the Arkansas Workforce Eligible Training Provider Policy and Procedures. (Viewing this document requires the Adobe Acrobat Reader.)
- [Download Free Acrobat Reader Here!](#) – Links to the Adobe website where the Acrobat Reader can be downloaded for free.
- [ACRS User Manual](#) – Links to the ACRS User's Guide.

## User's Guide

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- [Welcome Page](#)
- [What's New](#)
- [WIA Eligible Training Provider Policy and Procedures](#)  
[Download Free Adobe Reader Here!](#)
- [ACRS User Manual](#)

## The Related Links Screen

The *Related Links* screen displays links to other websites that are related to ACRS.

## The What's New Screen

The *What's New* screen contains information about the new ACRS system and information about changes to the system.

## The About WIA Screen

The *About WIA* screen contains information about the Workforce Investment Act as it pertains to ACRS.

### About WIA

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#### WIA Certification

A subset of institutions and programs listed in ACRS applied for and received certification by one or more local workforce investment boards to provide education and training to persons awarded vouchers under the *Workforce Investment Act* (WIA). The fact that a program is not certified under WIA does not imply that it is not an education-certified program.

General inquiries regarding information provided on the Statewide List of Eligible Training Providers for programs in your area should be directed to the *Local Workforce Investment Board* (LWIB). For contact information, go to the [LWIA listing](#)



Clicking [LWIA listing](#) will link to the *LWIA List* screen

# The LWIA List Screen

The *LWIA List* screen contains contact information for all of the Local Workforce Investment Boards in the ACRS system. The *LWIA List* screen can be accessed by clicking the LWIA listing link on the *About WIA* screen.

## L W I A List

<b>North Northwest</b>	
LWIB Title:	The North Northwest Group
Contact/Title:	Contact Person, ETP Person
Physical Address:	123 South Main Northwest, AR 12345-6789
Mailing Address:	123 South Main Northwest, AR 12345-6789
Phone #:	501-555-5555
Fax #:	501-555-6666
Email:	<a href="mailto:email@address.com">email@address.com</a>
URL:	<a href="http://www.yourLWIB.com">www.yourLWIB.com</a>

Clicking here Emails the LWIA Contact Person

Clicking here links to the LWIA's web page

# The Glossary Screen

The *Glossary* screen contains a list of terms commonly used in ACRS. Clicking on one of the letters at the top of the screen will link down to entries beginning with the letter clicked.

## Glossary

A B C D E F L M O P Q R S I U W

Clicking on a letter will go to Glossary entries beginning with that letter

# The Find Providers and Programs Screen

The *Find Providers and Programs* screen is used to search for Provider and Program information. The *Find Providers and Programs* screen may be accessed from the *ACRS Home Page* screen by clicking on the [Find Providers and Programs \(Consumer Report\)](#) link.

## Searching for Providers

- 1) Choose whether to search for WIA Providers Only or All Providers.

<b>WIA/ALL:</b>	<input type="radio"/> WIA Only	<input checked="" type="radio"/> All
* You may select to search for only WIA certified Providers/Programs or you may search for all active Providers/Programs		

- 2) Choose the “Providers” option to search for Providers.

<b>Providers/Programs:</b>	<input checked="" type="radio"/> Providers	Enter Provider Name Optional Search (Enter letter, name, or partial name)
	<input type="radio"/> Programs	Enter Program Name Optional Search (Enter letter, name, or partial name)
* You may select either the Providers or the Programs option.		

- 3) If you know the name of the Provider you are searching for, type it into the search field. You can also search based on partial names. For example, searching for “University of Arkansas” will search for any Provider whose name begins with “University of Arkansas”

<b>Providers/Programs:</b>	<input checked="" type="radio"/> Providers	University of Arkansas Optional Search (Enter letter, name, or partial name)
	<input type="radio"/> Programs	Optional Search (Enter letter, name, or partial name)
* You may select either the Providers or the Programs option.		

## Arkansas Consumer Reporting System

### The Find Providers and Programs Screen

4) Choose the Local Workforce Investment Area(s) to search for Providers in the desired area by clicking on the map or by checking the boxes. You may select multiple areas. The “ALL LWIA box will search for the Provider in all areas.

Local Workforce Investment Area:

All LWIA

<input type="checkbox"/> Central	<input type="checkbox"/> Southeast
<input checked="" type="checkbox"/> City of Little Rock	<input type="checkbox"/> Southwest
<input type="checkbox"/> Eastern	<input type="checkbox"/> West Central
<input type="checkbox"/> North Central	<input type="checkbox"/> Western
<input type="checkbox"/> Northeast	<input type="checkbox"/> Out-of-State
<input type="checkbox"/> Northwest	

[Clear Selection](#)

5) Click the [Search] button.



6) The system will search for Providers meeting the criteria provided and link to the *Providers List* screen where the results of the search are displayed.

## Searching for Programs

1) Choose whether to search for WIA Programs Only or All Programs.

<b>WIA/ALL:</b>	<input type="radio"/> WIA Only <input checked="" type="radio"/> All
* You may select to search for only WIA certified Providers/Programs or you may search for all active Providers/Programs	

2) Choose the “Programs” option to search for Programs.

<b>Providers/Programs:</b>	<input type="radio"/> Providers <input type="text"/> Optional Search (Enter letter, name, or partial name)
	<input checked="" type="radio"/> Programs <input type="text"/> Optional Search (Enter letter, name, or partial name)
* You may select either the Providers or the Programs option.	

3) If you know the name of the Program you are searching for, type it into the search field. You can also search based on partial names. For example, searching for “business” will search for any Provider whose name begins with “business”

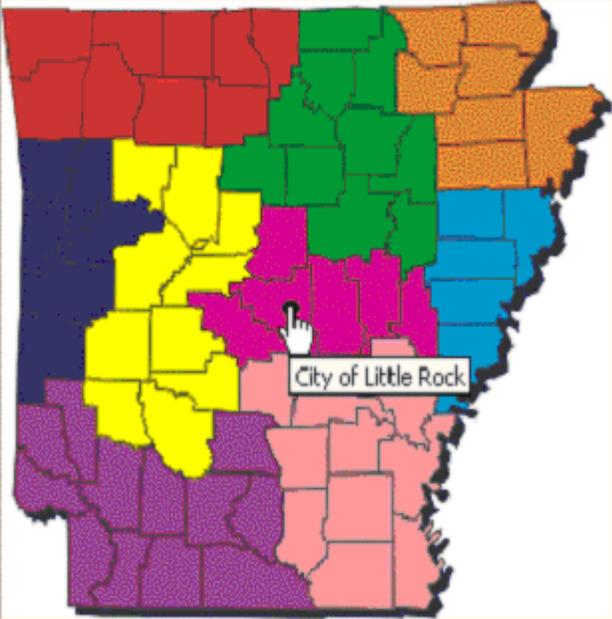
<b>Providers/Programs:</b>	<input type="radio"/> Providers <input type="text"/> Optional Search (Enter letter, name, or partial name)
	<input checked="" type="radio"/> Programs <input type="text" value="business"/> Optional Search (Enter letter, name, or partial name)
* You may select either the Providers or the Programs option.	

## Arkansas Consumer Reporting System

### The Find Providers and Programs Screen

4) Choose the Local Workforce Investment Area(s) to search for Programs in the desired area by clicking on the map or by checking the boxes. You may select multiple areas. The “ALL LWIA box will search for the Programs in all areas.

**Local Workforce Investment Area:**



All LWIA

<input type="checkbox"/> Central	<input type="checkbox"/> Southeast
<input checked="" type="checkbox"/> City of Little Rock	<input type="checkbox"/> Southwest
<input type="checkbox"/> Eastern	<input type="checkbox"/> West Central
<input type="checkbox"/> North Central	<input type="checkbox"/> Western
<input type="checkbox"/> Northeast	<input type="checkbox"/> Out-of-State
<input type="checkbox"/> Northwest	

[Clear Selection](#)

5) Click the [Search] button.

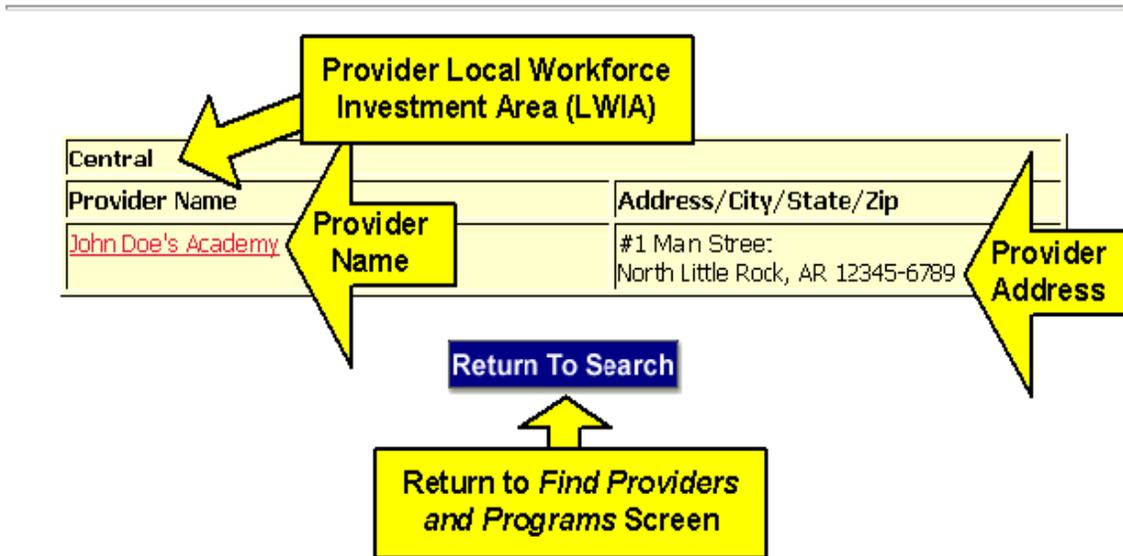


6) The system will search for Programs meeting the criteria provided and link to the *Find Fields of Study* screen where you can choose a Field of Study to search for Programs in. (It is not necessary to choose a specific Field of Study, if a particular Program Name was entered on Step 3. Choose the default “all” and click the [Search] button.

# The Providers List Screen

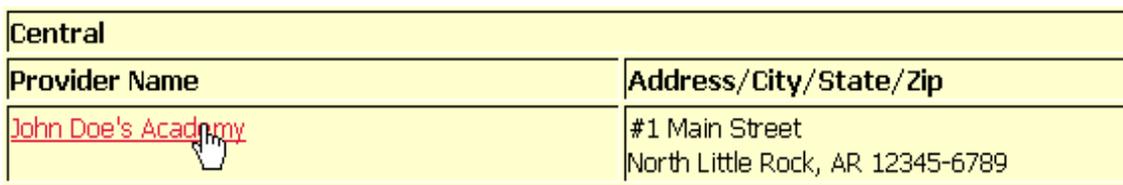
The *Providers List* screen lists Providers that meet the search criteria specified on the *Find Providers and Programs* screen. The *Providers List* screen may be accessed by performing a search for Providers from the *Find Providers and Programs* screen.

## Providers List



## Viewing Programs for a Provider

- 1) Click on the Provider Name.

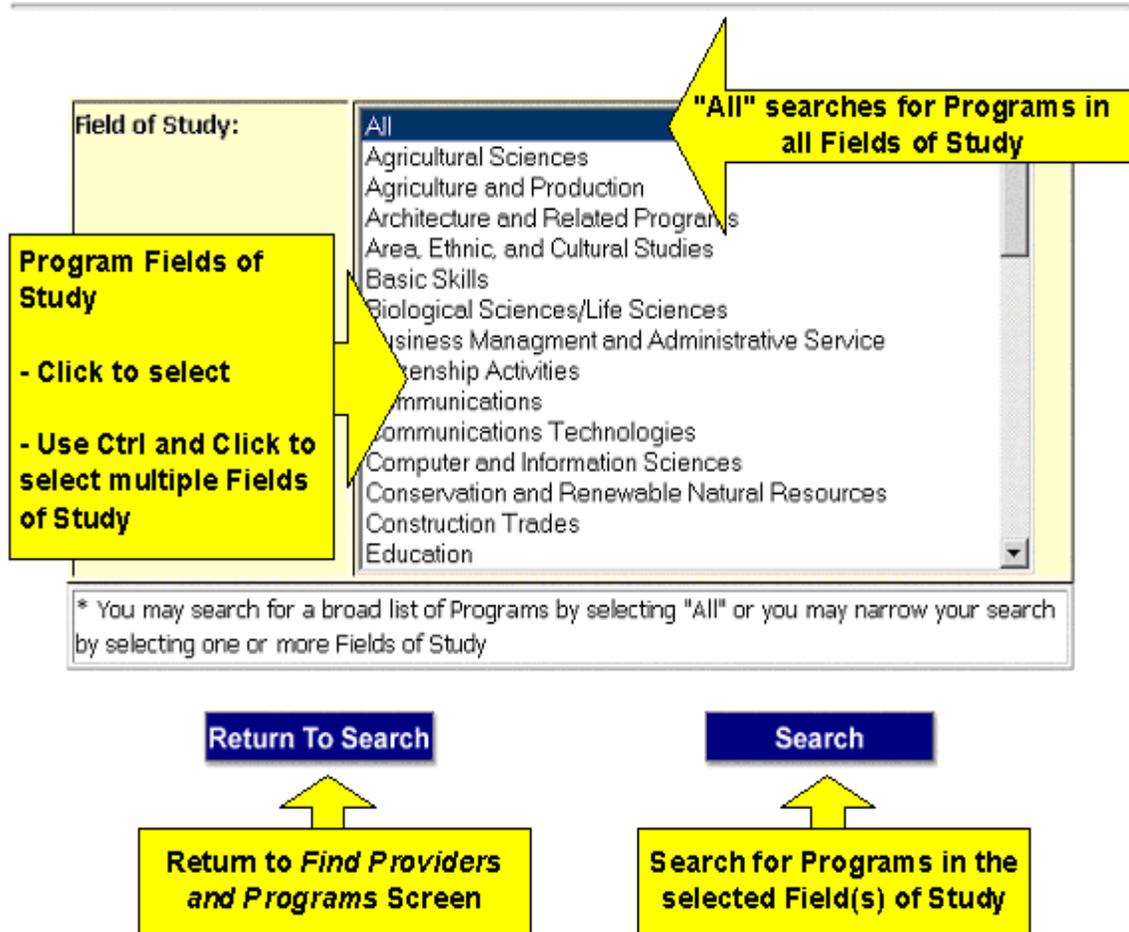


- 2) The system will link to the *Programs List* screen, where the Providers Programs will be listed.

# The Find Fields of Study Screen

The *Find Fields of Study List* screen lists Program Fields of Study. The *Find Fields of Study* screen may be accessed by performing a search for Programs from the *Find Providers and Programs* screen.

## Find Fields of Study



## Searching for Programs in a Field of Study

1) Click on the Field(s) of Study in which you wish to find Programs. You can select multiple Fields of Study by holding the [Ctrl] key and clicking on multiple Fields of Study. "All" will search for programs in all Fields of Study.

<b>Field of Study:</b>	<ul style="list-style-type: none"><li>All</li><li>Agricultural Sciences</li><li>Agriculture and Production</li><li>Architecture and Related Programs</li><li>Area, Ethnic, and Cultural Studies</li><li>Basic Skills</li><li>Biological Sciences/Life Sciences</li><li>Business Management and Administrative Service</li><li>Citizenship Activities</li><li><b>Communications</b></li><li>Communications Technologies</li><li>Computer and Information Sciences</li><li>Conservation and Renewable Natural Resources</li><li>Construction Trades</li><li>Education</li></ul>
<p>* You may search for a broad list of Programs by selecting "All" or you may narrow your search by selecting one or more Fields of Study</p>	

2) Click the [Search] button.

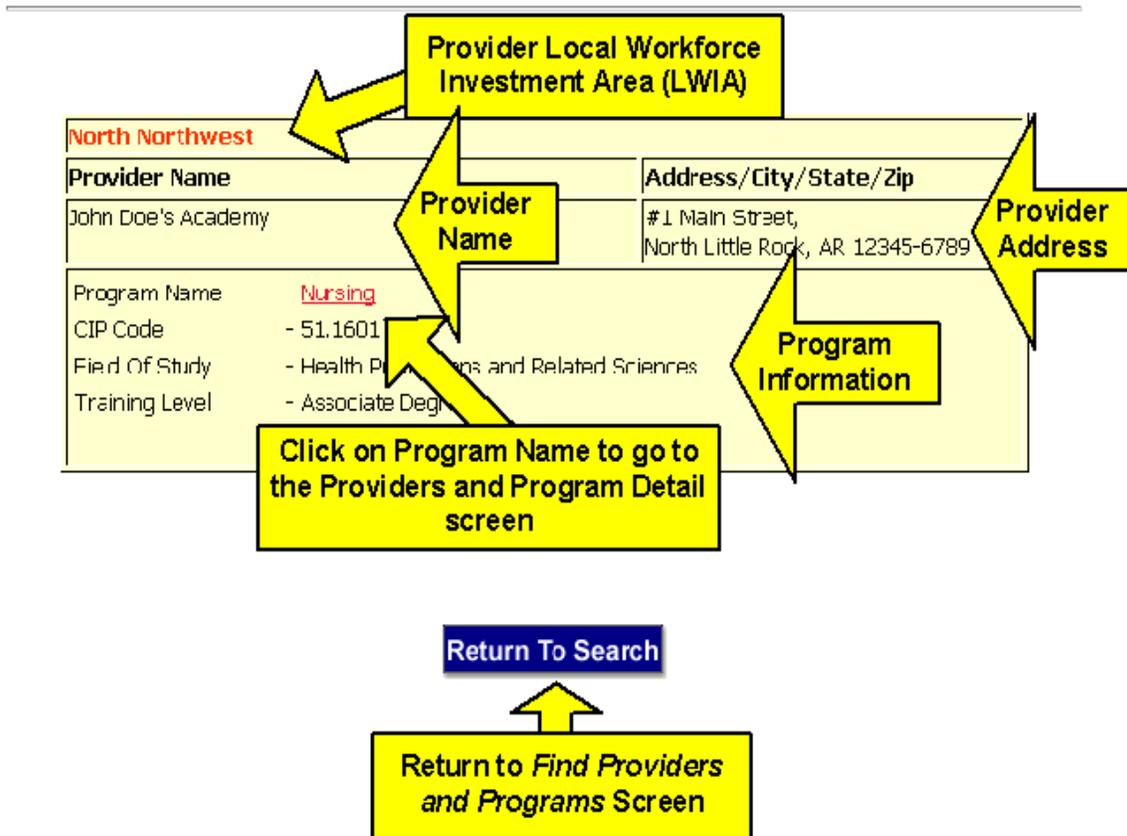


3) The system will link to the *Programs List* screen, where the Programs in the specified Field(s) of Study that meet the search criteria from the *Find Providers and Programs* screen will be listed.

# The Programs List Screen

The *Programs List* screen lists Programs by Provider. The *Programs List* screen may be accessed by selecting a Provider on the *Providers List* screen or by performing a search for Programs on the *Find Providers and Programs* screen and then selecting a Field of Study on the *Find Fields of Study List* screen.

## Programs List



**Viewing Details about a Provider and Program**

1) Click on the Program Name for the Program you wish to view under the name of the Provider that offers it.

<b>North Northwest</b>	
<b>Provider Name</b>	<b>Address/City/State/Zip</b>
John Doe's Academy	#1 Main Street, North Little Rock, AR 12345-6789
Program Name	- <a href="#">Nursing</a>
CIP Code	- 51.1601
Field Of Study	- Health Professions and Related Sciences
Training Level	- Associate Degree

2) The system will link to the *Providers and Programs Detail* screen, where the Provider and Program details will be displayed.

## The Providers and Programs Detail Screen

The *Providers and Programs Detail* screen displays details about the Provider and Program selected on the *Programs List* screen. The *Providers and Programs Detail* screen may be accessed by selecting a Program from the *Programs List* screen.

### Providers and Programs Detail

#### Provider/Program Information:

<b>Provider Name:</b>	John Doe's Academy
<b>Physical Address:</b>	#1 Main Street North Little Rock , AR 12345-6785
<b>Mailing Address:</b>	#1 Main Street North Little Rock , AR 12345-6785
<b>FICE/School ID:</b>	111111
<b>Phone:</b>	(501) 555-5555
<b>URL:</b>	<a href="http://www.accessarkansas.org/esd">www.accessarkansas.org/esd</a>
<b>Email:</b>	<a href="mailto:email@email.com">email@email.com</a>
<b>Program Name:</b>	Nursing
<b>CIP:</b>	51.1601
<b>Field of Study:</b>	Health Professions - Related Sciences
<b>Method of Instruction:</b>	Classroom
<b>Training Level:</b>	Associate Degree
<b>Program Costs:</b>	\$1000
<b>Book Costs:</b>	\$30
<b>Credit Hours:</b>	80
<b>Contact Hours:</b>	0
<b>Available Financial Aid:</b>	Pell Grants

Clicking here links to the  
Provider's web page

Clicking here Emails the  
Provider

The Provider has reported the following Performance Measure values to The North Northwest Group:

If the Provider has reported any Performance Measure values for the selected LWIA, they will be displayed here.

This program is currently certified by the following Boards:

Certifying Boards:		
<a href="#">Central Arkansas Planning and Development District</a>		
<a href="#">The North Northwest Group</a>	11/13/2003	11/12/2004

Click on a Certifying Board name to see Performance Measure values that were submitted to that board.

\*Click on a Certifying Board hyperlink to display the Performance Measure Values that were submitted to that Certifying Board.

