

Susan Participates In The ACE Program. (communication documents highlighted in yellow)

She has received an **email introducing the program** and reads that she must first contact her college to verify that ACE courses can be applied as credit in her degree program.

Susan contacts her university and confirms that her selected ACE curriculum will count towards her degree. She asks if any additional fee might be charged by the University for this type of program and learns there may be a small processing fee.

Susan now emails the Agency Program Coordinator in the intro email and indicates her wish to participate in the ACE certification program. The Program Coordinator responds by email and introduces Susan to her proctor, who will serve as her POC for the remainder of her participation in the program. The email instructs Susan to contact her proctor and provide the name of her selected curriculum.

Susan's sends her proctor an email and identifies the name of the ACE curricula that Susan wishes to study.

Susan's proctor contacts Team AgLearn and requests that Susan be assigned her requested curriculum. Team AgLearn notifies the proctor once the curricula is assigned and the proctor then sends Susan a copy of the **guidelines for participants** and tells her she can now begin her study.

Susan reviews the guidelines and begins her coursework, being careful to complete each course within 30 days of launching the content.

When Susan has completed all courses in the curriculum, it is time to schedule her ACE exam. She contacts her proctor via email and requests to have the exam scheduled.

Susan's proctor provides an available date, time and location for the exam and Susan makes sure that she reviews the guidelines again to be properly prepared for exam day.

On exam day, Susan arrives at the testing location and her proctor meets her and verifies her identification by looking at her name badge or other form of photo ID. The proctor then unlocks the exam for Susan. Susan and her proctor remain in the testing room while the exam is taking place. Susan cannot leave the room while the exam is underway.

When Susan finishes the exam, she notifies the proctor. The proctor then locks the exam and Susan returns to her office.

Susan's test results will be submitted to ACE during a weekly report submission by Team AgLearn

Within a few days, ACE notifies Susan via email that her transcripts are ready to print

Susan logs onto the ACE website and prints her transcript

Susan then submits her transcripts to her university for credit