

January 3, 2011



Welcome all SunGard K12 Clients!

We would like to take this opportunity to introduce you all to SunGard National Users' Group (SNUG). SNUG is a user-led organization whose mission is to promote the efficiency and effectiveness of users by providing a forum to exchange information, interface with SunGard Public Sector, and communicate among all members.

Representatives of the SNUG board were recently able to speak to several of the SunGard K-12 clients at the 2010 Client Conference in Hershey, Pennsylvania. The goal of our presence at the conference was to introduce the SNUG organization and invite all SunGard K-12 Clients to become involved. We realize that there are many client sites that were unable to attend this conference, so we wanted to send out some follow up communication to all clients. We used the information that we gathered from the conference to put together a list of Frequently Asked Questions(FAQ) to help facilitate this communication.

We know you may have questions about our organization and our partnership with SunGard. To help answer these questions and describe our organization and our plans more fully, we have scheduled two conference call webinars in the coming weeks. Please refer to the FAQs below for details.

If you have additional questions after you have read through this list of FAQs, please do not hesitate to email SNUG board member Katrina Shuler at [shuler\\_katrina@asdk12.org](mailto:shuler_katrina@asdk12.org) or call 907-742-4630.

Thank you for your time and consideration,

SNUG Board of Directors

### ***Who is this SNUG organization?***

The SNUG Board of Directors is made up of 10 volunteers from various nation-wide SunGard client sites, and one SunGard representative. Five board members attended this year's Client Conference in Hershey, PA to introduce the user-led format for conferences in the future and invite participation of all clients that have been represented at the National Client Conferences. The SNUG website was announced as users are encouraged to learn more about our group at [www.snugk12.org](http://www.snugk12.org). The SNUG organization has enjoyed a successful 25-year partnership with SunGard, with equally successful user conferences. Future conferences will include all the K-12 product lines on the agenda and the board is now reaching out to the expanded client user base for involvement. SNUG would like to have all parts of the PLUS 360 circle represented.

### ***What's this we hear about dues?***

There were many questions around membership dues that the SNUG group currently invoices to SunGard BusinessPLUS (IFAS) clients. The current practice is that an annual invoice for a \$200 payment is required per client site for user-group membership. The fiscal year for our non-profit group is January through December. This annual fee keeps our organization fiscally sound in order to acquire future hotel contracts for conference sites, run a membership website (where members can find member contact lists, conference presentations, and online registration for future conference events), and pay administrative costs of the organization. The most recent budget for our organization can be found on our website at [www.snugk12.org](http://www.snugk12.org). Once logged in it can be found under the Board of Directors menu and Financials sub menu. If you do not have a member log in we have created a temporary login of [generaluser@sungardps.com](mailto:generaluser@sungardps.com) with a password of general2010.

### ***Will there be a Client Conference next year?***

Absolutely! There will be a Client Conference in 2011! It will be organized by the SNUG group in partnership with SunGard K-12 and a group of K-12 product advisory members. The conference will take place in Baltimore, Maryland at the Baltimore Marriott Waterfront from October 5-8, 2011. All PLUS 360 product lines will be represented in content: eFinancePLUS, eSchoolPLUS, IEPPLUS, PerformancePLUS, BusinessPLUS, and other common topics. SNUG member organizations will receive a discounted price for each person they send to the conference.

### ***Will the 2011 Conference in Baltimore be attended by both SNUG Members and non-Members?***

Absolutely! Your organization does not need to be a member of SNUG to attend the 2011 conference. The Client Conference in Baltimore will be the first joint conference for users of ALL of SunGard K-12's PLUS 360 products. While we at SNUG hope all SunGard K-12 customers will join our organization over the coming weeks, months, and years, we also know that the conference will hold the same tremendous value for non-members that it always has. One benefit of your organization becoming a member of SNUG is that members pay a discounted individual conference registration fee. (Naturally, registration fees vary from year to year based on location, hotel costs, etc. SNUG conference registration fees have historically averaged less than \$600.)

***What is SNUG doing to make sure all product lines are being represented?***

In order to make sure all product lines are represented for our users, the SNUG board is soliciting customer advisory members from the eFinancePLUS, eSchoolPLUS, IEPPLUS, and PerformancePLUS product lines so that our content decisions are in line with user demand. In addition, we encourage interested members from these product lines to place their names on the ballot for openings on the SNUG Board of Directors. Two Director-at-Large (3-year term) positions will be open next year for re-election. SNUG will be soliciting for potential candidates a few months prior to the National meeting and the vote will be held at the National meeting. Those member sites unable to attend the National meeting will be able to mail in their completed ballot. SunGard will continue to be the imperative resource for our group, not only for conference support, but also to be sure our topics represent the direction of software changes and educational needs.

***How does SunGard fit in?***

SunGard support of our user-led organization has always been a loyal partnership. We continue to be assured of that partnership to the same level of support that clients have experienced in the past. Specifically speaking to the 2011 conference in Baltimore, our expectation is that SunGard will continue to staff the sessions and educational opportunities at the same, if not expanded, levels as experienced this year.

***What happens to our state-run user's groups?***

State-focused user groups will not be affected by the SNUG organization. SNUG's mission is to help facilitate user's needs to effective communication and education – and to that end, if we can be of assistance to state user groups, please contact any board member. Any scheduled SNUG conference can provide space for ad-hoc meetings to occur as well.

***How do I learn more?***

SNUG and SunGard will host two conference call webinars in January to describe these plans in more detail. These calls are scheduled for January 12<sup>th</sup> at 11am EST (10am Central, 9am Mountain, 8am Pacific) and January 19<sup>th</sup> at 4pm EST (3pm Central, 2pm Mountain, and 1pm Pacific). The conference call will include a brief overview of these plans and some time for Q&A. To join these conference call webinars, please see the information below.