

T R I B A L

Student Support

Better for students, easier for you; all in one place



EMPOWERING THE WORLD OF EDUCATION

As education providers are becoming more customer focused there is an increased emphasis on providing effective, high quality support to students.

Student Support covers the whole student lifecycle and every support requirement from recruitment through to enrolment, including a sophisticated knowledge base and enquiry, case, appointment and queue management. It provides critical insights into performance at all stages to allow early intervention and successful outcomes.

Student Support is fully web-based and offers a secure integration to an existing student portal, third party portal or content management system. It can be used across multiple sites or departments providing one effective solution for student services.


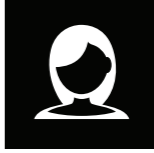


It provides a single view of all student issues with access to sensitive information based on staff permissions. Counsellors can create private case notes and upload files concerning students they are supporting and log correspondence with external organisations ensuring case management is effectively tracked and managed.

Student Support Product Family:

<p>Student Support: Welfare</p> <p>Student case management</p>	<p>Student Support: Central</p> <p>Full student lifecycle enquiry management and knowledge base</p>
<p>Student Support: Comms</p> <p>Integrated systems, communications, SMS and API</p>	<p>Student Support: Hook-up</p> <p>Appointment and queue management</p>
<p>Student Support: Student Success</p> <p>Analytics and early intervention</p>	<p>Student Support: Comms Boost</p> <p>Enhancement pack with CRM, real time chat and language localisation</p>



Student Support gives you:

	<p>Access anywhere at anytime</p> <p>Students can quickly raise support issues, wherever they are, on any device and get a response instantly.</p>
	<p>Student support, all in one place</p> <p>Any communication with the student is logged in one place, from enquiry to graduation.</p>
	<p>Early intervention and prevention</p> <p>Spot and solve student problems quicker so you can improve retention rates and ensure students succeed.</p>
	<p>Chance to empower your staff</p> <p>Give your support teams the power to see at risk students earlier and intervene with an efficient and effective service.</p>

Student Support ensures students are supported through the complete education lifecycle, reducing drop-outs, ensuring best possible performance and maximising success.

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Contact us

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