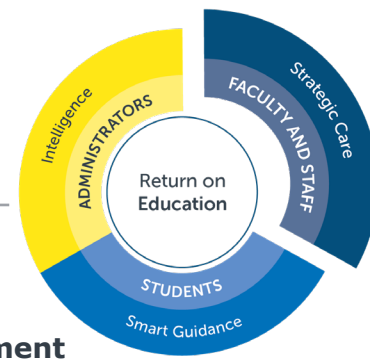


Strategic Care for Faculty, Advisors, and Staff Across

Workflow Tools Enable Targeted Interventions and a Coordinated Network of Support



Smart Student Profile

We provide a 360-degree view of the most actionable student data (academic, financial, and behavioral) to support holistic and strategic student care. The Smart Student Profile includes:

- Personal information
- Key academic indicators including predicted risk
- Unofficial transcript and class information
- GPA and credit trends by term
- Alerts and cases
- Assigned advisors and tutors
- Mobile app engagement data

Appointment Scheduling and Multi-Modal Student Communications

Engage with individual and groups of students through email, text, or click-to-call directly through the platform. Provide faculty and staff with flexible appointment scheduling and tools to promote better planning and availability management.

Advanced Search and Campaign Management

Identify segments of students based on a wide range of criteria including personal data, academic performance, and success indicators. Use searches to generate campaigns, which allow you to improve advisor efficiency and promote proactive advising with targeted mass outreach to students, including responsive scheduling and tools to monitor campaign results.

Coordinated Care Network

Coordinate campus-wide student support through observational early alerts, case referrals, closed-loop reporting, and centralized interaction records like notes, documents, and scheduling. Customize for right-sized data access and workflow configurations at the service or location-level.



Strategic Care Analytics

Access aggregate and line item reports on student groups, alerts, assignments, cases, appointments, attendance, and risk.

Staff Embedding Strategic Care Tools into Their Daily Work—Leading to Impressive Results

100%

Of full-time advisors using the system daily
BOWLING GREEN STATE UNIVERSITY

22

Percentage point increase in student satisfaction with advising
UNIVERSITY OF SOUTH CAROLINA

8

Percentage point increase in four-year graduation rate
VIRGINIA COMMONWEALTH UNIVERSITY

\$674K

In additional tuition revenue with zero increase in staff
SAMDOR UNIVERSITY