targetconnect

an introduction for student services

What is targetconnect?

targetconnect is a student services and careers platform from GTI. It is used by over 100 universities in the UK, Ireland and globally.

It is designed to maximise the student experience and deliver successful graduate outcomes at scale.

The platform is SaaS cloud based and easy to use. It is flexible, so can support a wide variety of student service uses; it is white-label branded by your University; and used by over 2m+ students and users.

targetconnect began as a Careers Service management platform. It has since grown out of careers and is now used increasingly to support multiple student services.

This deck is designed to give you an insight into how our platform can be used to support your teams and your students, by providing the tools you need and the student experience that your students want.
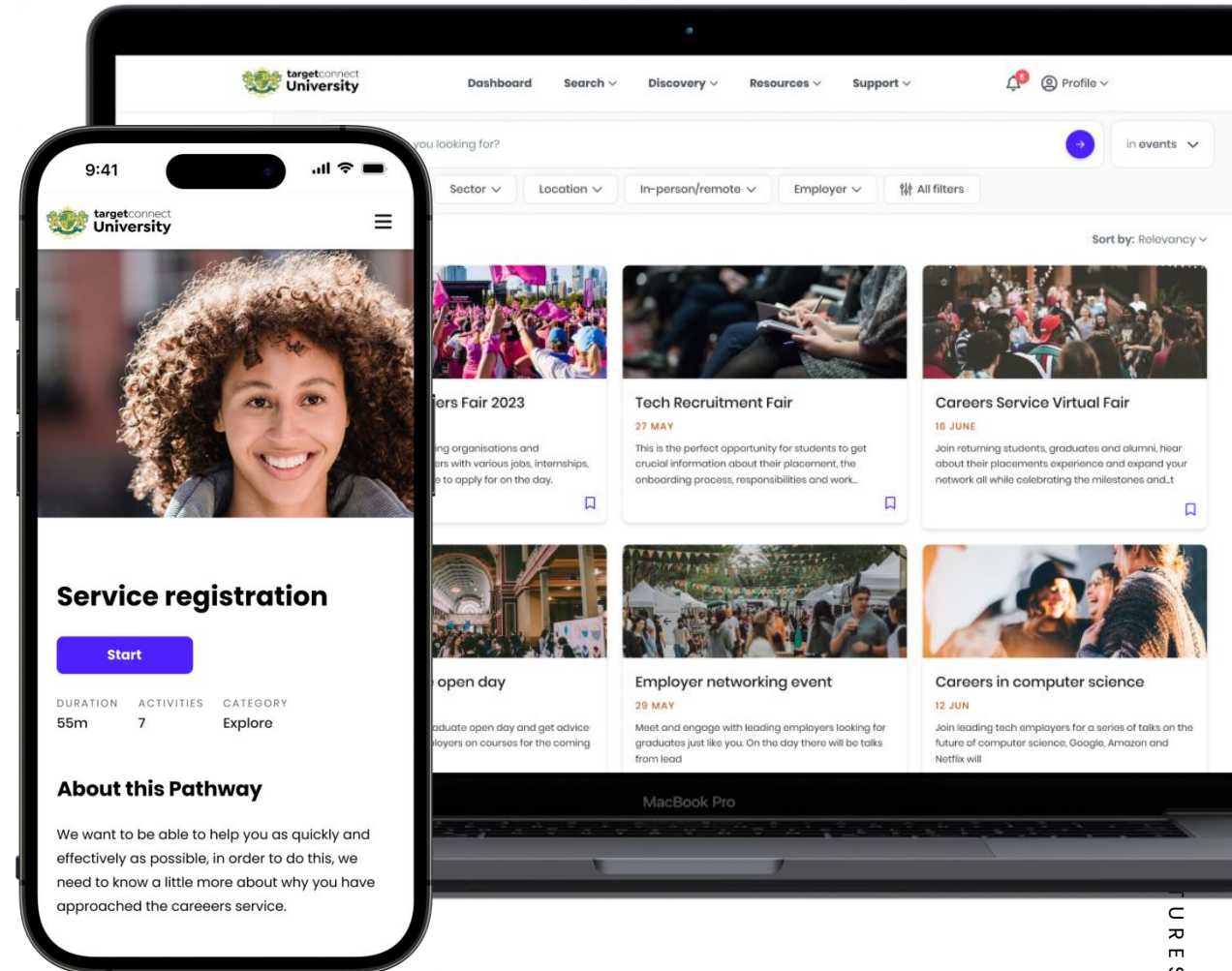
101 universities, 192 services, 5m students and graduates

Partctor Partnering with universities and supporting students

Our teams: London, Oxford, Dublin, Canberra

gti brands

cibyl

Research and Data

Understand student career needs, wellbeing and experience.

targetjobs and targetconnect

The UKs largest graduate careers and jobs platform

gti | ATS

Early Career Recruiting

Attract, assess and onboard school leavers and graduates

PIONEERING STUDENT FUTURES

University feedback

"UWL are very excited to partner with targetconnect as the new provider for our student services case management platform. We have chosen this platform because it's **engaging, customisable, dynamic and encompasses all our services under one 'roof'. We have been so impressed with the targetconnect team who are responsive, helpful, and as passionate** as we are about continuously developing the support offered to our students. We feel that as an organization our principles are aligned, which will ensure a long successful partnership."

Tracy McAuliffe
Associate Pro-Vice Chancellor Student Affairs
University of West London

"We have found the **targetconnect team very easy to work with. We had a very smooth implementation experience and receive excellent ongoing support**. targetconnect has greatly improved the way we deliver our services and the team are dedicated to making things even better and are responsive to any feedback. We look forward to working with the targetconnect team to continue to improve the student experience."

Steve Short

Deputy Director of Learning and Wellbeing /
Head of the Advice Centre at Royal Veterinary College

Key features

One platform, multiple student spaces

An all-in-one destination for student support with dedicated spaces for each service and its stakeholders.
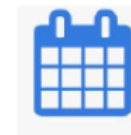
Queries
Ask questions which direct to a specialist.

Decision trees
Signpost students to online services.

Pathways
Workflows encourage students to self-assist through predefined activities and guidance.

Appointments
Appointment bookings including confirmations and reminders.

Virtual workshops
For students to discuss and learn.

Feedback
Students can share their feedback after sessions to allow them to reflect and share their insight.

Workload management
Deliver answers and one-to-one consultations.

Casebooks
Record status, actions and risks. Note sharing of potential issues.

Risk timeline
For risk-monitoring and context.

APIs
For integrations Including student record systems, buildings check-in and canteen tills.

Configuration
From pathways to feedback forms.

Data and analytics
Local service and cross-service reporting.

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Case management

- Secure access controls and permissions

- Cross-service escalation and alerts

- Cross-service summary and reports

- Risk profile and management

- Email integration

- Subject Access Request tools
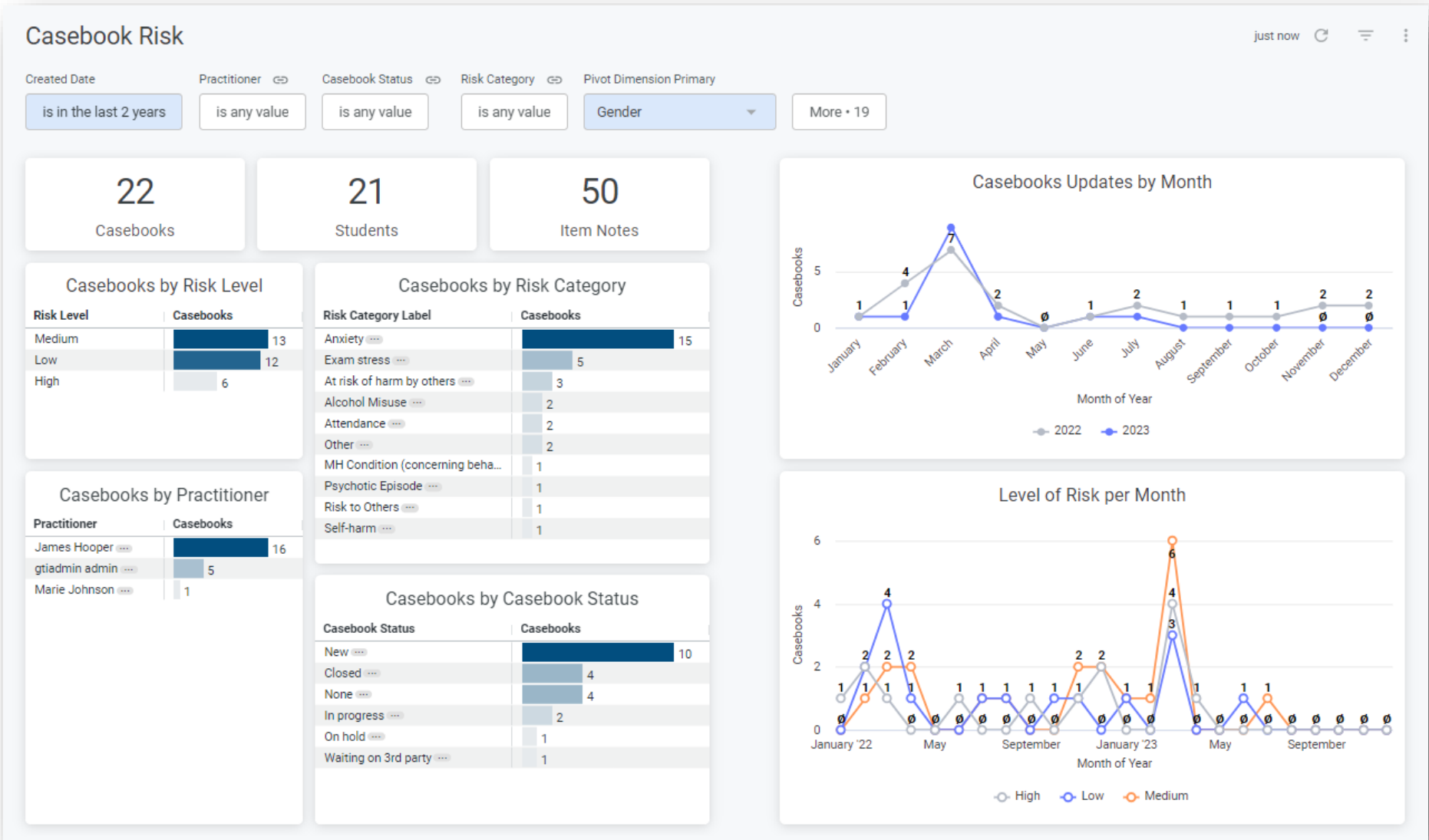
- Legacy case data import
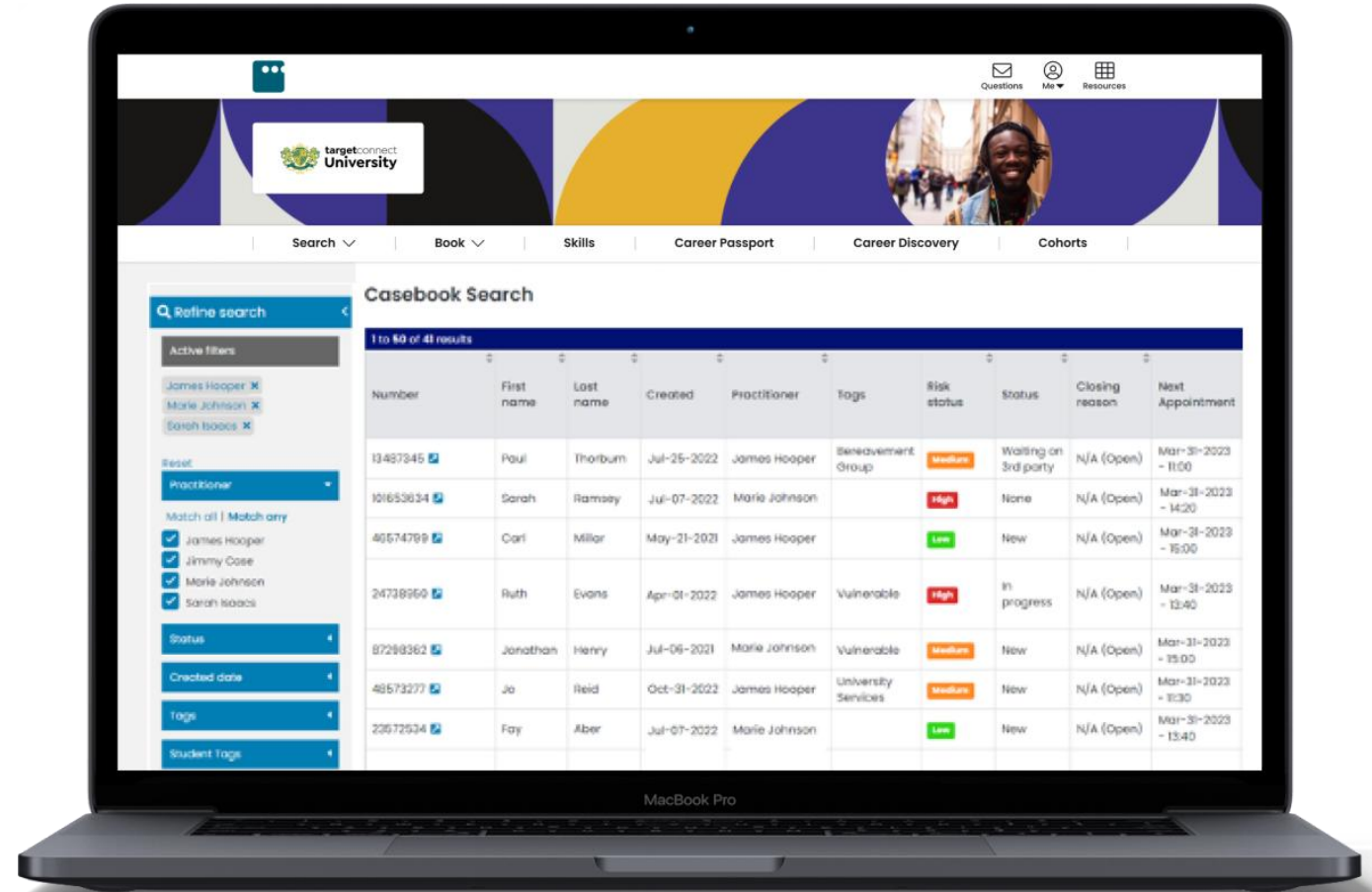
Risk, reporting and data

- Risk tracking
  - Configurable risk levels and categories

- Cross-service view
  - Ability to see if cases raised with other teams
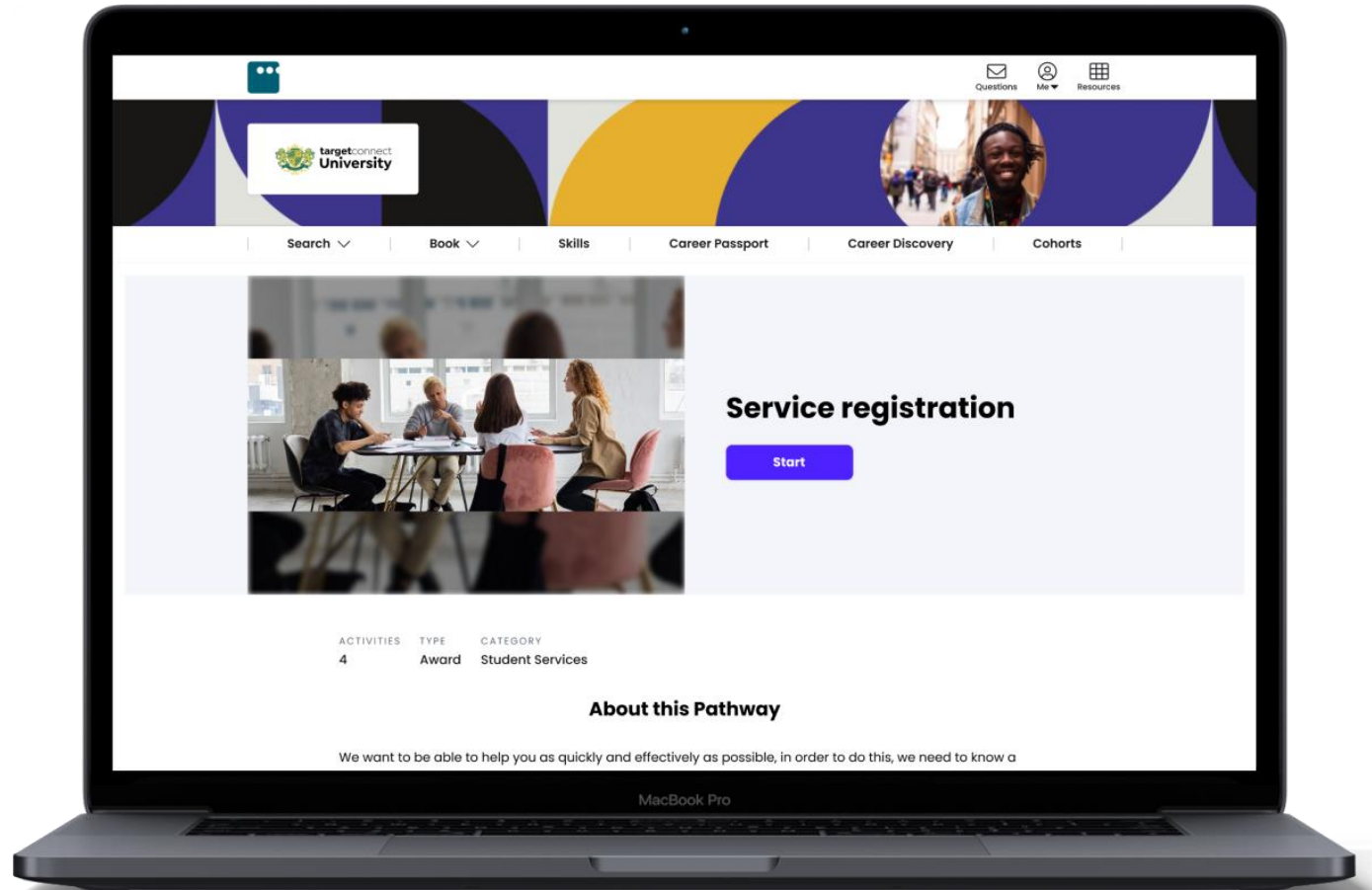 - Escalate to other services

- Reporting
  - Standard reports
  - Looker
  - Advanced reporting
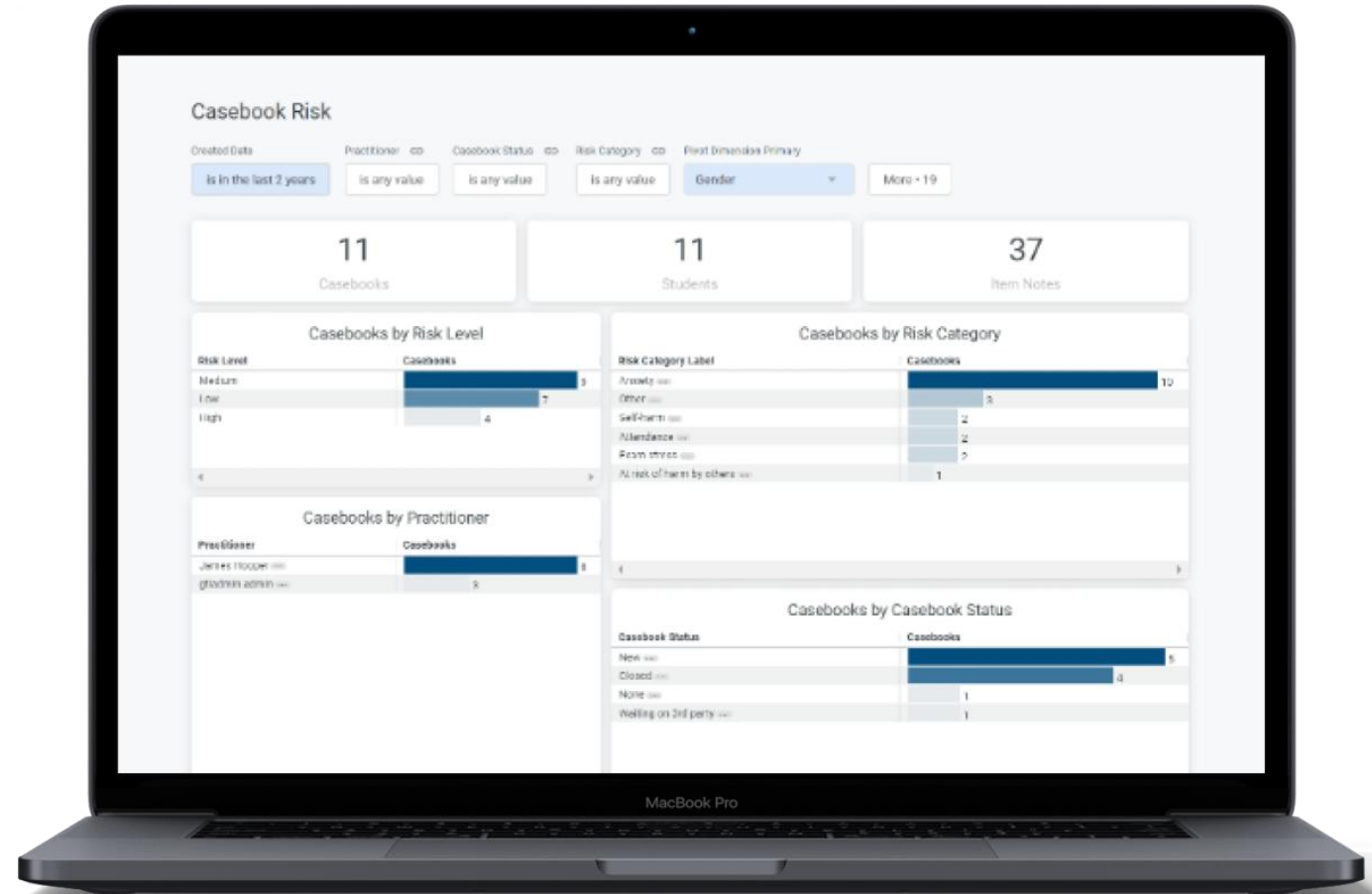
Looker dashboard for risk

Pathways

- Workflow module
- Service registration and triage
- Hardship fund applications
- Student support plans
- Self-direct support and learning
- Automate or restrict access
- Form builder, inc. clinical forms

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Pathways: self-referral

1

Students are directed to the self-referral pathway (or an adviser can start the pathway on a student's behalf).

2

The pathway is designed around your existing processes.

3

Collect background information about the student's presenting issues and needs.

4

Track engagement throughout the process.

5

Include clinical assessments, if required.

(Automatic scoring included)

6

Triage, refer and open a case.

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Pathways examples

#NeverOK

Active Consent Workshop

Active Consent Workshop: How to support yourself & peers.

1h

Meditation Group

Meditation is an effective way to relax & bring peace to your body and mind. Regular practice can help you to combat stress, improve your health & your...

5m

DSA COMPLETE

Unsure of how to apply for DSA?

A pathway to guide students through the stages of applying for Disabled Students' Allowances. The processes can differ depending upon which funding...

100%

APPLICANTS ONLY

University Applicant Enquiry Form

University Applicants are only to complete this form. The Funding & Money Advice Team can provide bespoke funding advice depending on your course...

IN PROGRESS

Tell us about your disability and/or long term health condition

DISABILITY/DYSLEXIA

Tell us about a physical or sensory disability, medical condition, mental health issue or specific learning difficulty such as dyslexia.

0%

Student Life

Scholarships Awards Evening Invitation and RSVP

A inspiring and joyful evening celebrating the success of our 2023.24 Scholars and Award Winners.

Specific Learning Difference - Dyslexia and ADHD pathway

Bath Spa offers screening for SpLD, such as dyslexia/dyspraxia & ADHD up to 13 weeks before your course end date. We facilitate a diagnosis so that...

Request for Support Registration Form

If you are not sure what service you need complete this form and we will allocate you to the most appropriate service.

Inclusion Services Student Charter & Service Information

Inclusion Services Student Charter

Our Charter outlines our expectations and the service that with offer with regard to student advice, managing appointments and engagement with our...

Cost of Living Advice and Guidance

Supporting students through the Cost of Living crisis and ensuring students are well-informed to navigate this challenging time

Screening for dyslexia or another specific learning...

DISABILITY/DYSLEXIA

Information about a range of specific learning conditions; you can indicate to us if you think any of these apply to you and you can then request a...

Support Available

Check your eligibility for different bursaries and learn how course changes affect funding.

FMAT

FMAT Support and Top Tips

The Funding and Money Advice Team (FMAT) supports both current and prospective students with any financial queries.

Considering changing course, suspending or withdrawing?

INFORMATION SHARING

Speak to our Student Funding Advisors before making a final decision

Extenuating Circumstances

Are you needing to apply for Extenuating Circumstances but do not know where to start or how to apply.

NHS Opting Out of Funding

NHS Bursary & Opting Out

Step-by-step guide to opting out of NHS funding

REG

Counselling and Mental Health Registration Form

Complete this short form to register with the Counselling and Mental Health Service. Once this has been completed you will be offered a consultation...

10m

Update consent or submit additional medical evidence

Please complete the registration and consent form for the team.

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Self-service support

- Structured workflows and resources

- Self-directed learning and support

- Initial triage and signposting

- Increase and track engagement with students

- Resources library

- Appointment finder / service guide
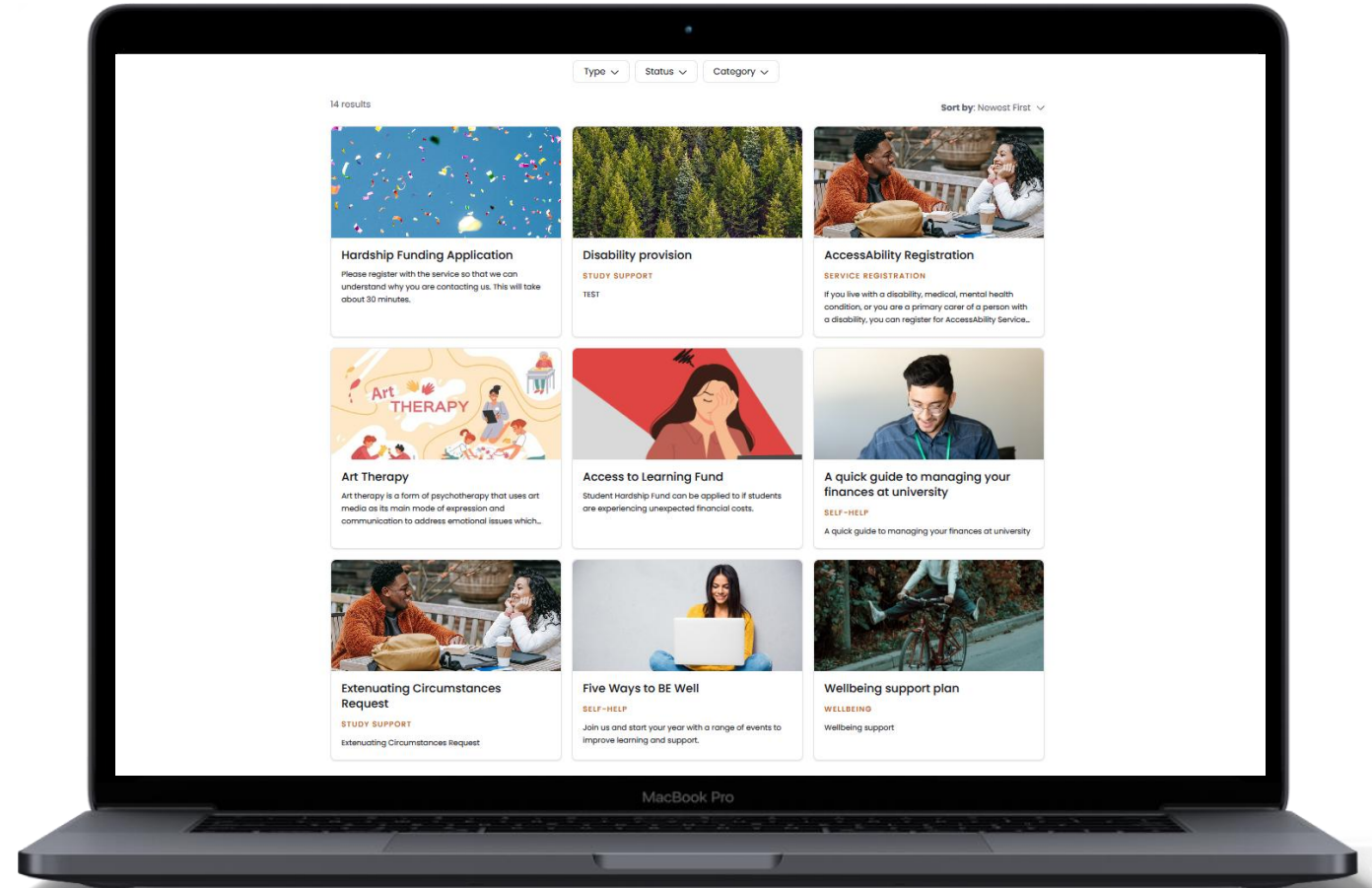
Student support plans & ECs

- Easy to build forms for support or ECs

- Assign the form to a student

- Student completes and signs off their information

- Operator reviews and approves form

- Share with personal tutor or other custom user

- Track and manage completion and approvals
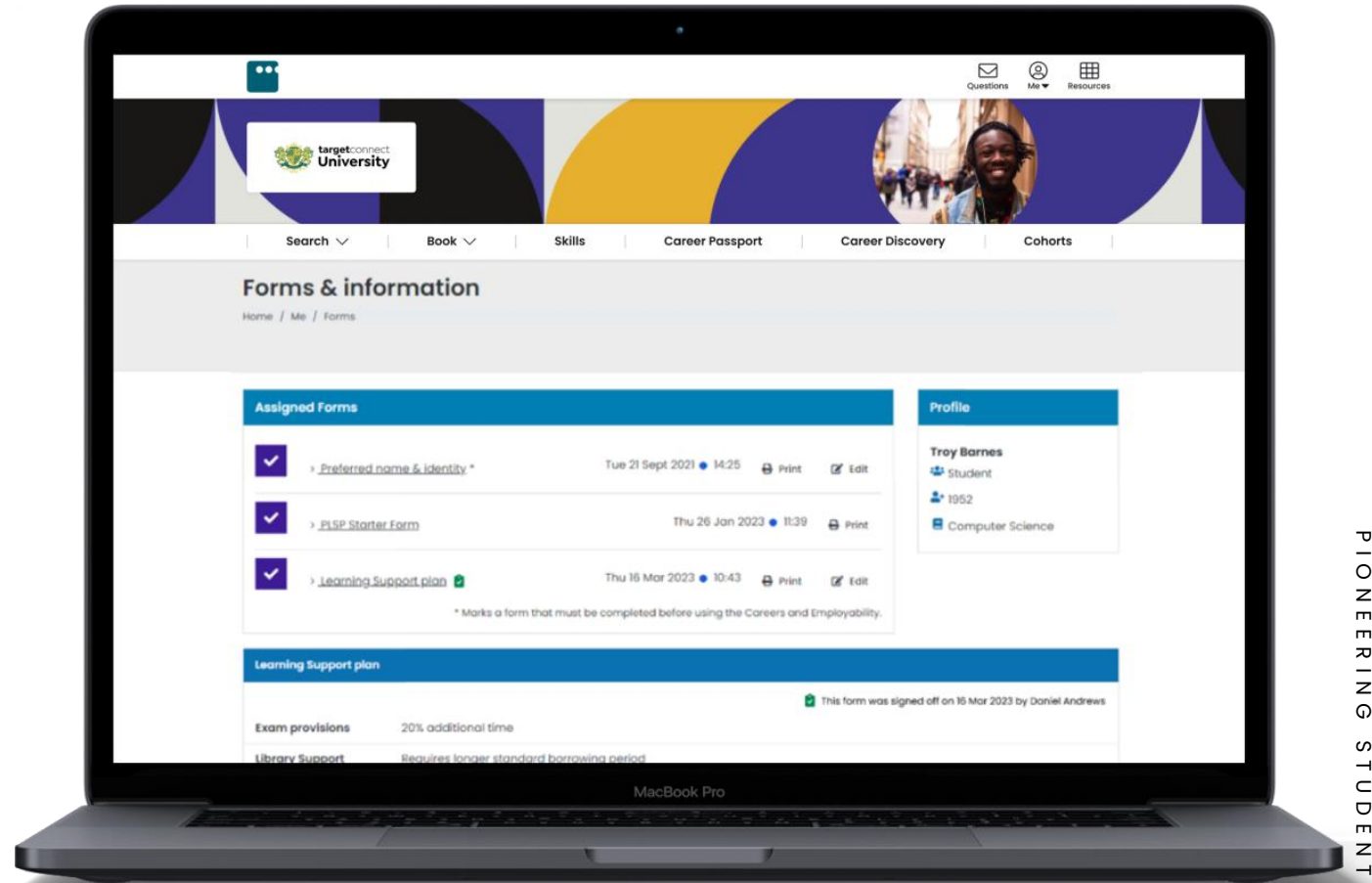
Appointments & workshops

- Virtual and in-person delivery

- Appointment referrals

- Microsoft Teams integration

- Calendar integration

- Webinars

- Secure notes and feedback

- Build into workflows

- Automated confirmations and reminders
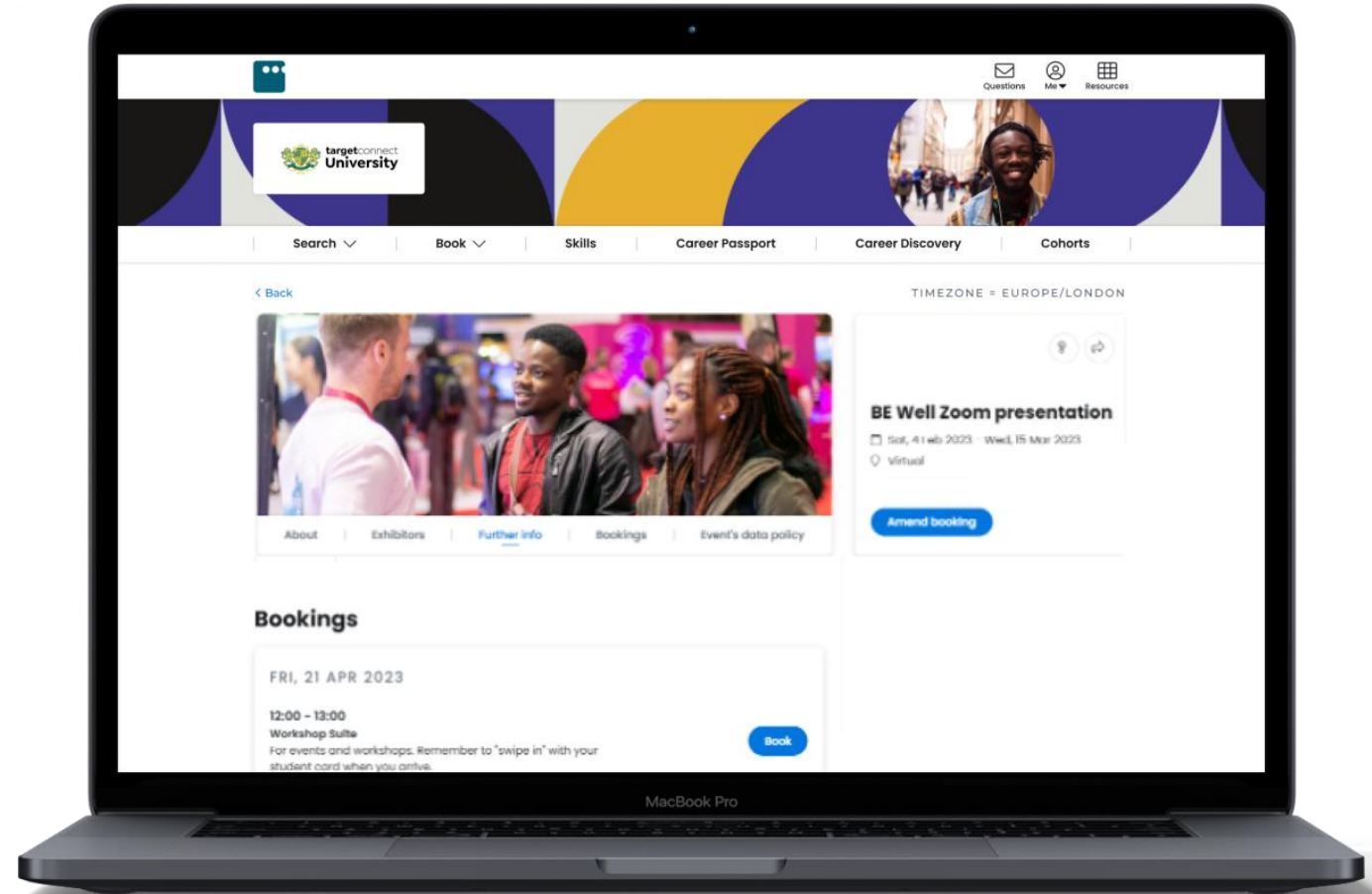
Communication

- Automated email notifications

- Automated calendar updates

- In-platform messenger module – "Queries".

- Bulk email module plus WYSIWYG email designer and email templates

- Case management email integration

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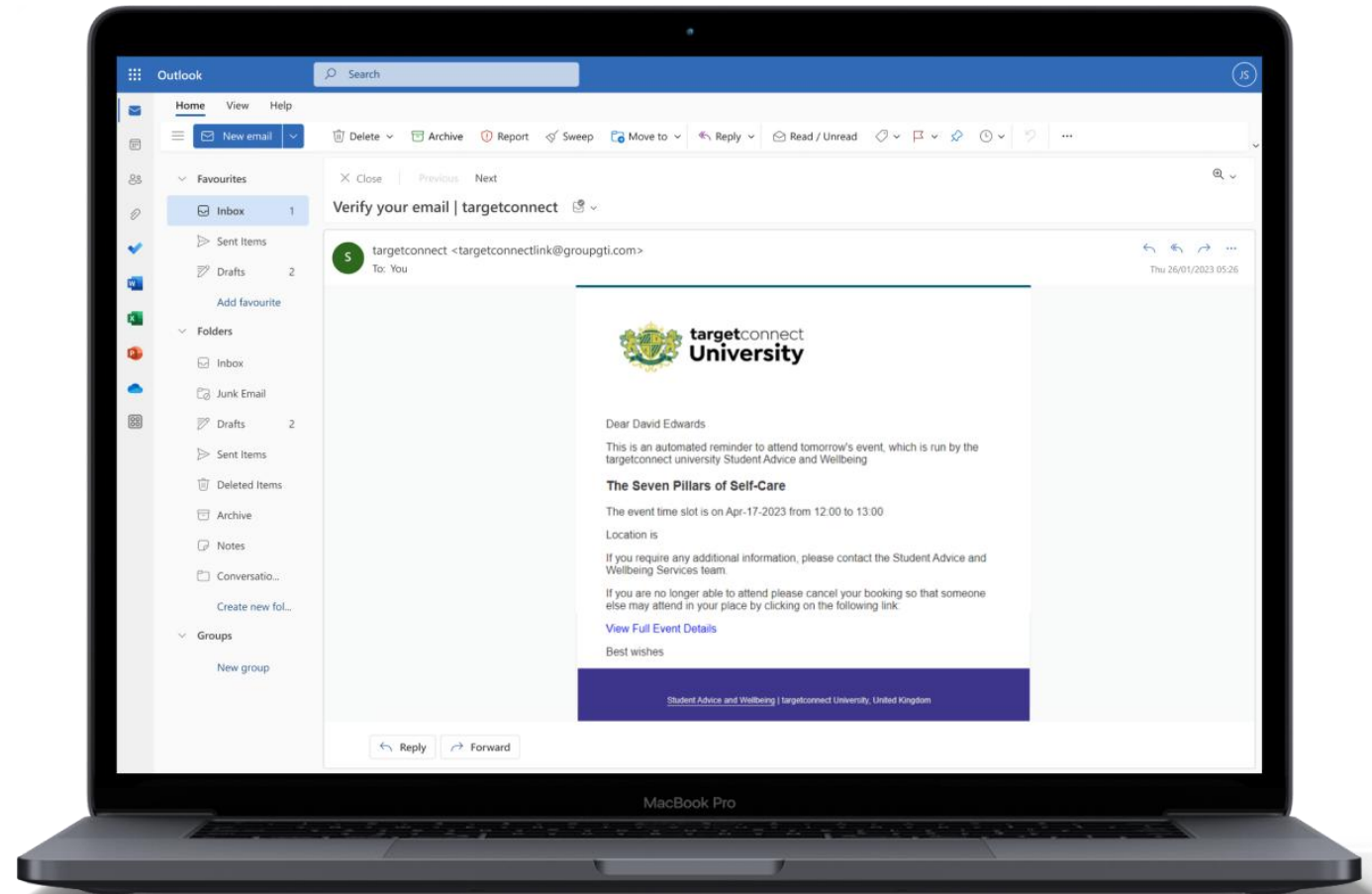
Email integration

- Emails captured in a holding area

- Automatically added to student history

- Added to casebook

- Replies to casebook go directly into the casebook

- Includes access restrictions
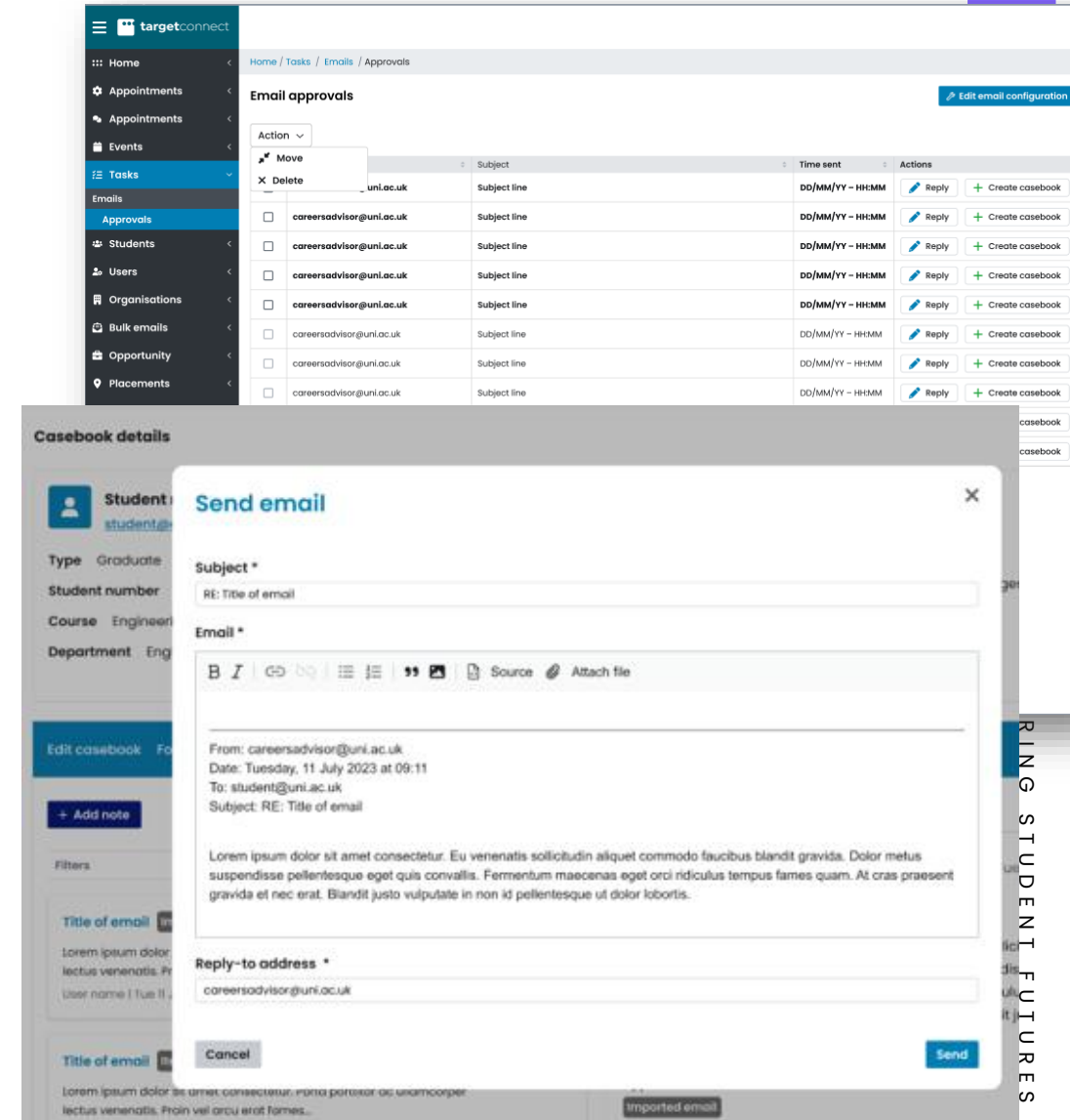
Single applicant > student history

- Managing the transition from applicants > undergraduates > postgraduates

- Pre-registered users are merged into student account

- Start workflows and forms as an applicant and continue as a student.

Selected master record

First Name	Wyatt
Last Name	Jones
User Type	Prospective Student
Active Account	Yes
Email	wyatt.jones@groupgti.com
Amount of Appointments	2
Number of Pathways	3
Amount of Queries	0
Amount of Casebook Issues	10

Selected for merge

1 To 1 of 1 results

Name	Status	Student number	Preferred email address	Course	Select for merge
Wyatt Jones	Active Student	10569844	wyatt.jones@university.ac.uk	English Literature	Remove

25 **50** 75 100

✔ Merge selected into master

Reporting & dashboards

Standard Reports

- In platform
- HTML reports
- Excel downloads
- Simple to use
- Easily accessible
- Access controls

Looker Dashboards

- In platform
- Looker BI Dashboards
- Simple and filterable
- Can be scheduled
- New dashboards & updates
- Based on all customer needs

Advanced Reporting

- External BI Tools via API
- PowerBI, Tableau, Looker, etc
- Flexible: your tool, any design
- Blend with other datasets
- Bespoke to each customer
- PowerBI templates available

Standard reports & tools

- **Casebooks search**

  - View practitioner case loads
  - Balance risk in portfolios
  - Filter on key casebook fields
  - Customisable filters and view

- **Standard report:** *Casebook Details*

  - Instant view of risk
  - Include custom fields
  - "Live" view of data

Looker dashboards

Advanced reporting: waiting times

Configuration

Configurable modules and features

- Appointments
- Events
- Pathways
- Messages (query module)
- Operators and user groups
- Email notifications (content-based rules)
- Forms
- Student branding

Configuration tools

- Custom fields
- List management
- Location management
- System settings:
  - Some back-end module configuration
  - Branding
  - Custom panes
  - Welcome page texts
- Partner configuration (if using API)

Our Customer Success team trains key users on the configurable modules and tools in targetconnect.

How we work with you

Teams & roles

Key Account Manager

- General queries
- Strategic developments
- Health checks
- Monthly service calls
- Licences and renewals
- Questions about tickets
- I don't know who to contact...

Customer Success Team

- Training
- Configuration
- How do I....?
- Customer success calls
- Onboardings
- Community website
- Documentation

Queries responded to within 2 working days

Technical Support Team

- Technical problems
- Bugs or errors
- Targetconnect is off-line or "down"
- Students can not log on or register
- Functional failure

Queries responded to within 2 working days.

If Technical support are unable to resolve the problem, they will pass to developers to fix.

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Support & resources
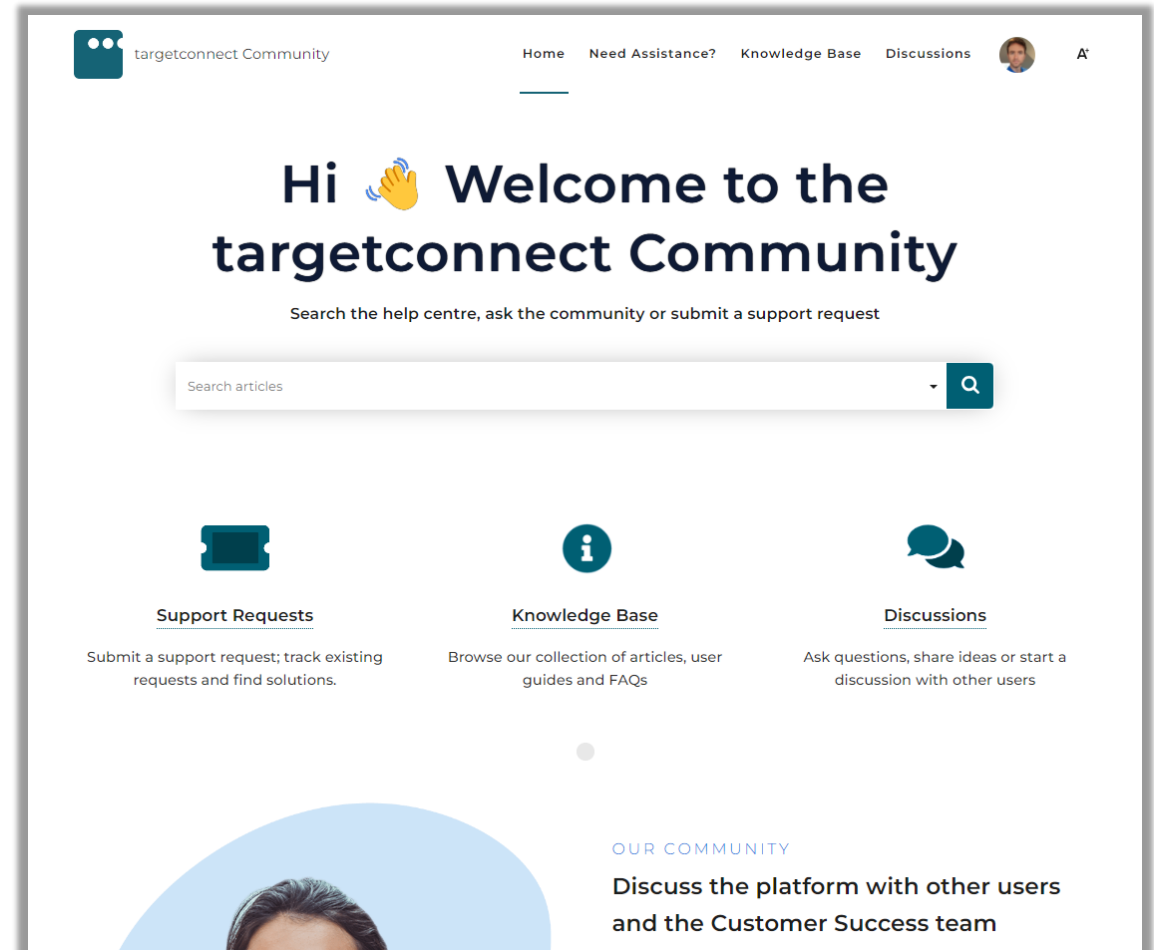
- Key account manager

- Customer success advisers

- Technical support team

- Technical integration specialist

- Monthly service calls

- Client community website

- Dedicated student services lead
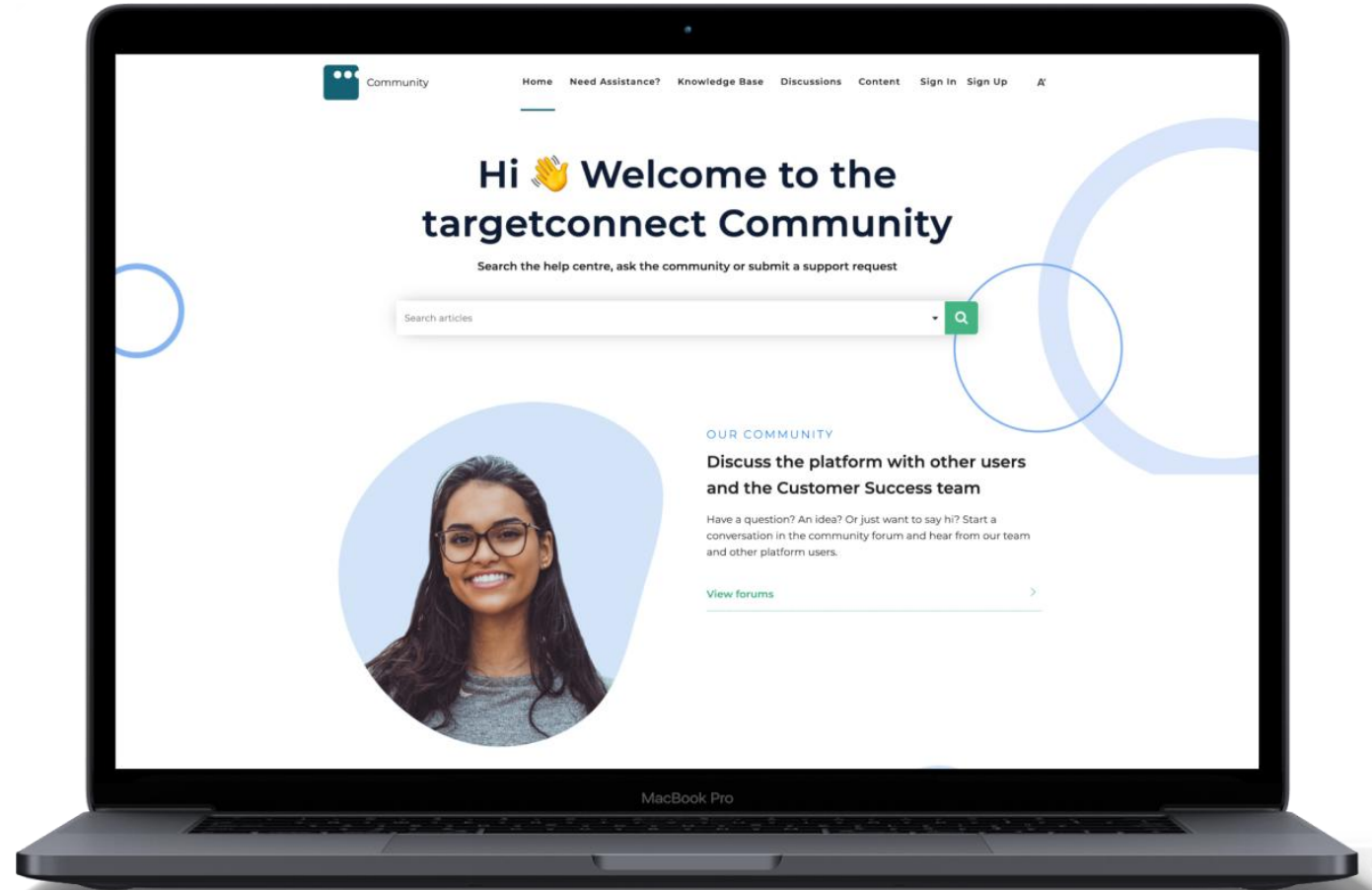
targetconnect community

- Use the *Knowledge Base* in our client community

- Access user guides and videos

- AI helpchat

- Book training sessions

- Join in on our Discussion Board

Contacts

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Student Services Lead

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I am a Key Account Manager and Student Services Lead for targetconnect and work extensively with services such as counselling and mental health, disability, study skills and funding. I've has been working with targetconnect for over ten years and has 25 years' experience in platforms and EdTech.

As the Student Services Lead, I am the voice for Student Support Services to ensure that targetconnect continues to develop features and tools to help university teams support their students.

I am also a parent of a young person at a UK university who is receiving support from their institution's Disability and Wellbeing Services, so also sees the sector's challenges, and the impact of student support, from this perspective. I am enormously grateful for how Student Services support students at such a pivotal time of life and am proud to be a small contributor to this process.

Message me on email or connect at james-hooper-021892/

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