Student Services: Accelerating Student **Support and Enhancing the Student Experience**

Deepening engagement by investing in the right infrastructure is an increasingly important task, as we endeavour to shape a new path in education. It is an opportunity that institutions should leverage to their unique advantage.

The educational landscape is a dynamic one.

And it continues to evolve as new breeds of tech-driven learning i.e., remote learning, blended learning and hybrid learning, lead the way forward.

Expectations of students are growing leaps and bounds as they turn to their respective institutions for support, guidance and mentorship during this unprecedented time of change.

For higher educational institutions, this means enhancing communication in order to foster a strong, supportive community and connect with students off campus.

A system that surpasses student expectations

Institutions rely on a repertoire of internal platforms and processes to manage student life cycles efficiently. While this certainly awards them autonomy, they are often met with the challenge of unifying multiple operations onto a single system.

To this end, Camu Student Services is a collaborative portal that governs a variety of student actions seamlessly, simplifying administrative and academic tasks.

Designed to update and scale, when need be, the EdTech support solution does well to elevate the overall learning experience. Birthing leaders of the future.

Connected student support with Camu Student Services

Camu's environment for the new age student is smart, speedy and highly scalable. The superior virtual ecosystem is built in an intuitive way, such that every action is met with an appropriate and timely response.

Accessible via the MyCamu web and mobile app, Student Services simplifies a whole range of tasks from applying for an ID Card to requesting for a transcript to scheduling an appointment with a faculty member.

Much like an online Help Desk, Camu's Student Services simplifies administration, reduces time, saves energy and makes optimal use of resources, enabling the smoother functioning of a higher education institution!

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Deep diving into the process

Camu Student Services comprises two distinct modules - Define Services and Service Requests - used to navigate the system.

From a faculty view point, services can be defined. Criteria such as Category, Start Date, End Date, Staff Assigned, Attributes, Sequence Number and ability to make the Request can be predetermined. Furthermore, the entire list of services can be monitored. The process can be summarised on the basis of the following succinct pointers;

From a student point of view, service requests can be made. Criteria such as Category, Terms and Conditions, General Information, Documentation and Payment can be predetermined. The student can then track the status of the service and have visibility at every stage till completion.

1. Service Definition

A concerned party from the institution will define the service.

He/she has complete authority to activate or deactivate the service, if required.

Further, the individual can determine the responsible person for the services based upon student status.

Students can raise a request with their parents, however, the services for parent requests are limited and we can also limit a few services only to parents.

Each and every action will be reflected in the student's portal, both web and mobile.

For non-customisable forms, students may even attach the appropriate documents needed.

2. General Information

The service level agreement can be determined on the basis of the number of days within which it should be completed by faculty.

Eligibility to raise the category of requests will be based upon payment methods. For example, if students have an overdue balance, they will not be able to raise the request.

Once the evaluation of the request is done and if it requires approval from other departments, it will be sanctioned.

However, the name of the higher authority must be mentioned, as he/she will have the power to approve or reject it.

3. Staff Assignment

After submission of a request, the institution assigns an appropriate faculty member to see it to fruition.

Multiple faculty members will be able to view the request.

Either the member who claims it receives intimidation or the institution picks the handling person.

If a faculty member is occupied, he/she can pass it on to another faculty member.

The institution can assign the staff members based on the selective degree, be it undergraduate or postgraduate.

4. Payment Method

The right payment method (online or offline) can be selected via the web or mobile application.

Not Applicable means the service is free.

Conditionally Paid is applicable for services that do not have predefined fees, it can vary based on the students' requirement and the bill can be raised at any point, from claiming of the request to closing of the request.

Prepaid means the service bill will have to be paid beforehand.

Post-paid means the service bill will have to be cleared after the request has been marked as completed.

5. Custom Attributes

Students can view multiple attributes on the web page such as Name, Roll Number, Programme, Course etc. The staff will be able to access only the relevant fields, in order to protect student privacy.

They can then select the appropriate fields as per the unique nature of their request.

6. Sequence Number Configuration

The institution can select the prefix, suffix and the padding for the specific service.

7. Custom Forms

Staff can customise forms on the basis of their unique requirements e.g., enrolling for a course that has not been offered for the term, applying for credit transfers, fee waivers or visa extensions, requesting for duplicate certificates or transcripts etc.

They may checklist fields that are mandatory and/or prerequisite.

The created pattern will be reflected in the student portal.

Student centric every step of the way

Camu Student Services not only helps students manage their academic journeys with ease, but helps prepare them for the world beyond the classroom.

From making students smarter, more engaged, motivated and inspired, the platform imbibes virtues such as a sense of accountability and purpose.

Now is the time for institutions to increase enrolment and retention rates by implementing powerful -led experiences that make it easy for students to stay on track and get the help they need.

To see how Camu inspires and empowers student success, please contact

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