



Increasing student success  
through connection for 3M U.S. students

Increasing student retention and saving millions  
for 280 U.S. institutions





Christopher  
Sweeten

MORENO  
VALLEY  
COLLEGE

VP of Moreno Valley College  
Student Services



Tracy  
Gorham

ConexED™

Founder & CEO  
ConexED

# Scale student services for virtual, in-person, or a blended across your entire campus with just a few clicks.

## Blended

Single Sign On  
Appointment Scheduling  
Event Registration  
Case Management  
Attendance Taking  
Full Campus Reporting  
Deep Analytical Data

## In-Person

Any Device Kiosk  
Queuing Systems  
Student Look-up  
Quick Check-in  
Front Desk Application

## Virtual

Instant Chat Messaging  
Virtual Lobbies  
Video Meetings  
Whiteboards  
Document Signing  
Breakout Rooms  
Rooms Manager w/ Live  
Feed Dashboard  
In-Meeting Polls &  
Surveys

## Automation

SIS Integration  
LMS Integration  
Student and Staff  
Dashboards  
Milestone Customization  
Cohort Announcements  
SMS Notifications  
Early Alerts  
Student Success Plans  
Calendar Syncing  
Appointment Reminders

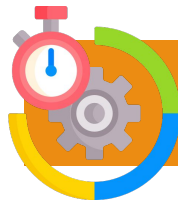


## Students

Remove Roadblocks

ConexED was my lifeline to my advisor and tutor throughout the school year during the pandemic lockdown.

—Community College Student



## Staff

Maximize Efficiency with Automation

The automation around every appointment allows me to focus on each individual student.

—Academic Advisor

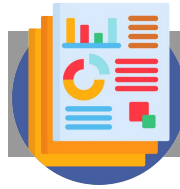


## IT Teams

Streamline with One Unified System

One unified system is much easier to support than the 12 tools we had on campus. We will save hundreds of hours in eliminating redundant work.

—IT Director



## Leadership

Know Everything

I now know exactly what is happening on my campus and I can make better decisions with our limited resources saving my school time and money.

—Dean of Students



# ACCESS

- Ensure all students benefit equally from support services.
- Create more in-person and virtual connections.
- Meet students where they are and remove roadblocks.



# Student Support Network

ConexED



MORENO VALLEY COLLEGE  
Celebrating 30 Years



**TERESA GARCIA**  
STUDENT  
(request role upgrade)

● Online ▾

Student Support Center

Dashboard

Milestones

Appointments

Support Network

Counseling

Coaching

Another Section

Yet Another One

Notifications

Upcoming Meetings

Profile Settings

Archives

Help Center

## Student Network

Search by name or department

Show by Department ▾

Show by Department 🔍

### Health and Community Wellness

● Online  
👉 Knock on Door

**Damian-Rodriguez**  
Kiara  
**Adjunct Counselor**  
**Hablo Español:** Counseling is available when dot is green or you can schedule an appointment below.  
kdamianrodriguez@elcamino.edu



SEND  
OFFLINE  
MESSAGE



WORKSHOP  
REGISTRATION



SCHEDULE  
MEETING

● Offline

**Jeffries, Christine**  
**Athletic and Health and Commu**  
If light is green, you can chat with me.  
Cjeffries@elcamino.edu  
**Office:** Working remotely at this time. ...



SEND  
OFFLINE  
MESSAGE



WORKSHOP  
REGISTRATION



SCHEDULE  
MEETING

● Online  
👉 Knock on Door

**Pon-Ishikawa, Janice**  
**Health and Community Welnes:**  
jponishikawa@elcamino.edu  
**Office:** All appointments are currently ...



SEND  
OFFLINE  
MESSAGE



WORKSHOP  
REGISTRATION



SCHEDULE  
MEETING

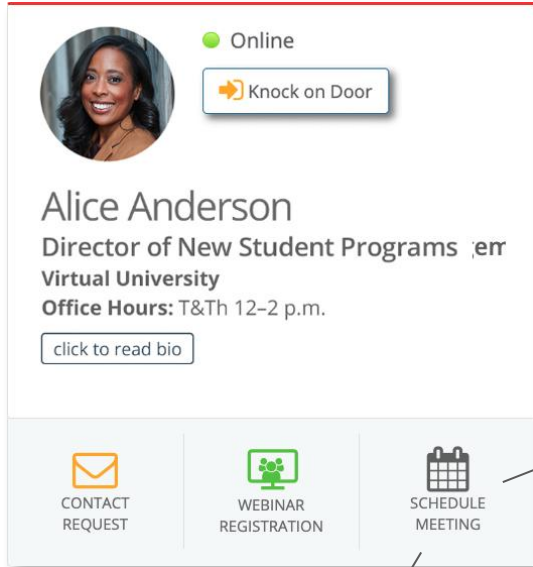
### Warrior Welcome Center

● Offline

● Online  
👉 Knock on Door

● Online  
👉 Knock on Door

# Simple Self-Scheduling



Alice Anderson  
Director of New Student Programs  
Virtual University  
Office Hours: T&Th 12-2 p.m.

Online

Knock on Door

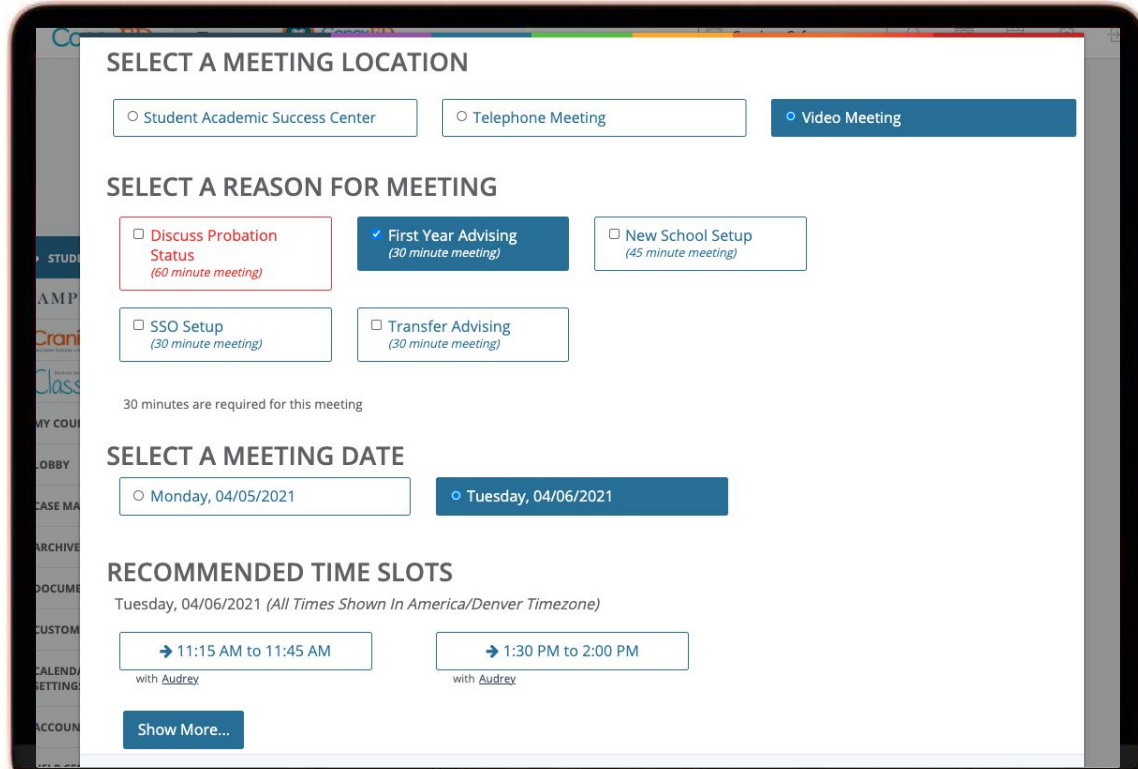
click to read bio

CONTACT REQUEST

WEBINAR REGISTRATION

SCHEDULE MEETING

Schedule Meeting button starts the scheduling process



SELECT A MEETING LOCATION

- Student Academic Success Center
- Telephone Meeting
- Video Meeting

SELECT A REASON FOR MEETING

- Discuss Probation Status (60 minute meeting)
- First Year Advising (30 minute meeting)
- New School Setup (45 minute meeting)
- SSO Setup (30 minute meeting)
- Transfer Advising (30 minute meeting)

30 minutes are required for this meeting

SELECT A MEETING DATE

- Monday, 04/05/2021
- Tuesday, 04/06/2021

RECOMMENDED TIME SLOTS

Tuesday, 04/06/2021 (All Times Shown In America/Denver Timezone)

- 
- 


Show More...




# Instant Chat Messaging

## Staff / Faculty View


**Teresa Garcia**

 Hi, I need some help.  
*(Wednesday, April 14, 2021, 1:57:10 PM MDT)*




Great! I can look up your student records and we can chat or meet.   
*(Wednesday, April 14, 2021, 1:57:30 PM MDT)*

View student details  
Save chat to a new meeting  
Save chat to a new meeting and send survey  
Send to another moderator  
Send to group lobby

**Chat Tools** ^ **Open Your Door** **Close**


 Online  
**Knock on Door**


**Alice Anderson**  
Director of New Student Programs  
Virtual University  
Office Hours: T&Th 12-2 p.m.  
[click to read bio](#)

 CONTACT REQUEST  WEBINAR REGISTRATION  SCHEDULE MEETING

## Student View

Chat with Teresa Gomez

 Hi, I need some help.  
*(Wednesday, April 14, 2021, 1:57:10 PM MDT)*

 Great! I can look up your student records and we can chat or meet.  
*(Wednesday, April 14, 2021, 1:57:31 PM MDT)*

**Enter Meeting**

Send a message ... **Send**

**Open Your Door** **Close**

# Video Meeting (FERPA & HIPAA)

Built-in document signature tool

Real-time closed captions

Branded meeting platform with school's logo

Browser-based and nothing to download

Share Screen and collaborative whiteboard with Document Upload

In-meeting chat messaging

The screenshot displays a video meeting interface with a central document titled "Request for Enrollment" from Moreno Valley College. The document includes contact information for the Registration and Records department and a form with the following fields: Student name, Birth date, Age, Student ID #, Address, City, State, Zip, Work phone, Home phone, Course title, Course/CPN (Must be outside of normal school day), Hours of course, and Reason for request to enroll in this course. A "Required signatures" section lists fields for Parent/Guardian, WCTC Registrar, and School principal, each with a Date field. The meeting interface features a toolbar with drawing tools, a chat window on the right with messages from participants, and a "LEAVE" button in the top right corner. The bottom of the screen shows "Cranium Cafe Presented by ConexED" and "SHOW CAPTIONS CC".



# PROFESSIONAL DEVELOPMENT

- Conduct training practices to increase effectiveness.
- Review interactions for continual improvement.

# Deep Reporting & Data Analytics

The screenshot displays the ConexED reporting interface for Christopher Sweeten, a ConexED Administrator. The dashboard features a left-hand navigation menu with categories like Student Support Directory, Campus Calibrate, Admin Control Center, and Counseling. The main area contains 16 report cards, each with a title, description, icon, and a 'View Report' button.

Report Title	Description	Icon	View Report Button Color
Master Appointment Report	Customizable query for all appointment data	Gear icon	Blue
Chat History Report	Lists all chats and information about those chats	Chat bubbles icon	Orange
Appointment Intake Report	Report based off of student intake forms	Calendar icon	Green
Student End of Meeting Report	Report on end of meeting survey form	Clipboard with pencil icon	Blue
Staff Review Report	Report on counselor review form	Clipboard icon	Orange
Statistics Report	Usage statistics for this group	Line graph icon	Purple
Chat Statistics Report	Chat system statistics for this group	Line graph icon	Green
Cancelled and No-show Meetings	A list of meetings that were canceled or declined or no-show	Circle with X icon	Red
Meeting Count	Count of meetings based various parameters	Line graph icon	Blue
Reason Code Analysis	Counts all meetings corresponding to Reason Codes	Gear icon	Blue
Student Meeting Count	Count of meetings for each student	Line graph icon	Blue
Busy Events Tag	Lists all the busy events with respective tags	Gear icon	Blue
Office Hour Sum	Sum of the office hours excluding the busy events, canceled events and exceptions	Line graph icon	Blue
Non-recurring Office Hour Tag			
Duplicate Users Report			
Daily Coverage Report			

# Deep Reporting & Data Analytics

**ConexED** MORENO VALLEY COLLEGE

**CHRISTOPHER SWEETEN**  
CONEXED ADMINISTRATOR  
(request role upgrade)  
Online

**Reports**  
Create and manage reports and widgets

Reporting Dashboard Reports

Case Management  
Student Support Admin Center  
**Reports**  
Enter Virtual Space  
Virtual Lobby  
Check-In Kiosk  
Schedule & View Meetings  
Document Library  
Office Hours & Settings  
Profile Settings  
Archives  
Help Center

### Appointments

This Month Previous Month

Day	Count
Monday	35
Tuesday	35
Wednesday	115
Thursday	80
Friday	30
Saturday	50

Last Refresh: Oct 27, 2020

### Chat History Report (# of chats per moderator)

This Month Previous Month

Moderator	Count
Blake	35
Debasish	35
Heather	115
Tracy	80
Nate	30
Zach	50

Last Refresh: Oct 27, 2020

### Reason Code Analysis

This Month Previous Month

Reason Code	Count
Personal Problem	20
Request a Demo	10
New School Setup	20
SSO Setup	20
First Year EDU Plan	20
Discuss Probation Status	20

Last Refresh: Oct 27, 2020

### Meeting Count

This Month Previous Month

Moderator	Count
Blake	35
Debasish	35
Heather	115
Tracy	80
Nate	30
Zach	50

### Daily Coverage Report

This Month Previous Month

Time	Count
9:00	35
9:30	35
10:00	115
10:30	80
11:00	30
11:30	50

### Office Hour Summary

This Month Previous Month

Moderator	Count
Debasish	20
Heather	10
Tracy	20
Lacie Baker	20
Blake	20
Melody	20



# Deep Reporting & Data Analytics

The screenshot displays the ConexED interface for Moreno Valley College. On the left, a sidebar shows the user profile for Christopher Sweeten, a ConexED Administrator, with an 'Online' status indicator. Below the profile are navigation options: Case Management, Student Support Admin Center, Reports, Enter Virtual Space, Virtual Lobby, Check-in Kiosk, Schedule & View Meetings, Document Library, Office Hours & Settings, Profile Settings, Archives, and Help Center.

The main content area is titled 'Report Filter' and includes a 'Reason Code ID: \*', 'Meeting Type: \*', and 'To Date: 2020-09-09'. A 'Show 10 entries' dropdown is visible. Below this is a table with columns for 'Counselor' and 'Attendee'. The table lists several entries, including Heather, Laura Bow, Lacie Bark, and Debasish.

An 'Appointment Details' modal window is open, showing information for an appointment. The modal has tabs for 'Appointment Info', 'Intake Form', 'Student Survey', 'Staff Review Form', and 'Notes and Reason Codes'. The 'Notes and Reason Codes' tab is active. The appointment details include:

- Appointment Info:** Counselor/Staff Members: Debasish; Student: Stacy Parker; Student ID: abc1024xyz; Scheduled Start Time: Wednesday, September 2, 2020 @ 11:40 AM MDT; Scheduled End Time: 12:10 PM MDT; Scheduled Reason Code(s): SSO Setup; Appointment Created At: Wed, Sep 2, 2020 @ 9:50 AM MDT.
- Appointment Subject:** Test
- Appointment Type:** Video Appointment
- Appointment Location:** Video Cafe
- Actual Start Time:** Appointment actual start time as hh:mm am/pm
- Actual End Time:** Appointment actual end time as hh:mm am/pm
- Mark Appointment as No Show
- Appointment Created By:** Lacie Barker

At the bottom of the modal are buttons for 'Reschedule', 'Extend Appointment -', 'Student Check In -', and 'Cancel Appointment'. A 'Close' button is also present.

At the bottom of the main interface, it says 'Showing 1 to 10 of 2,368 entries' and a 'Previous 1' button is visible.



# RETENTION

- Encourage connection from any location.
- Unify communication across departments.
- Ensure students are on track to accomplish their goals.

Customized milestones for each individual student

# Student Dashboard

ConexED

MORENO VALLEY COLLEGE Celebrating 30 Years

Cranium Cafe

TERESA GARCIA  
STUDENT  
(request role upgrade)

Online

Student Support Center

Dashboard

Milestones

Appointments

Support Network

Notifications

Upcoming Meetings

Profile Settings

Archives

Help Center

Dashboard  
Welcome to the Student Support Center

Graduation Roadmap

50%

Milestones

- Accounting Orientation  
Due: 02/24/2021
- Geology Labs  
Due: 02/12/2021
- Another Milestone  
Due: 03/03/2021
- Just One More  
Due: 02/19/2021

Today's Appointments

1:00 PM to 1:30PM MDT  
This is the description for the appointment/meeting  
Meeting attendees:  
Copy Meeting Link

3:00 PM to 4:30PM MDT  
This is the description for the appointment/meeting  
Meeting attendees:  
Copy Meeting Link

Quick Check-in  
Tell us how you're feeling today

Good Fine Bad

Upcoming appointment widgets

Detailed milestone alerts and notifications

Emotional wellness check-in

ConexED creates a clear pathway to better prepare students for future requirements

## Student-Facing Milestones

The screenshot displays the ConexED interface for a student named Teresa Garcia. The sidebar on the left contains navigation menus for 'STUDENT SUPPORT CENTER' (Dashboard, Milestones, Appointments, Support Network, Notifications) and 'STUDENT SUPPORT DIRECTORY' (Cranium Cafe, Classrooms). The main content area, titled 'Student Milestones', shows a list of three milestones:

- Meet with Financial Aid** (Due: 2021-06-17): Financial aid opportunities are available to help make education accessible for you and your family. While the steps can seem daunting, Westminster provides the information you need to understand and apply for loans, scholarships. [Discuss this milestone with an advisor](#) [Submit Completion Request](#)
- New Student Orientation** (Due: 2021-07-22): New Student Orientation provides an opportunity for students to connect with fellow peers, faculty and staff who will embark on this exciting journey with you. You will also learn more about student resources that are available to assist you during your t. [Discuss this milestone with an advisor](#) [Submit Completion Request](#)
- Administrative Approval** (Due: 2021-06-28): Core graduate courses and didactic Executive Nurse Administration courses are available online. Clinical courses are co-requisites of didactic courses. These clinical courses can usually be completed with preceptors in the students' home community. Studen. [Discuss this milestone with an advisor](#) [Submit Completion Request](#)


At the top right of the main content area, there is a button labeled 'View Submitted Completion Requests'.

Instant email message to staff about milestones

Student milestone submission and approval request

# Manage Cohort Milestones

The screenshot shows the 'Manage Milestones' interface for 'Nursing Students' in the 'Project Management' category. The user is Christopher Sweeten, a ConexED Administrator. The interface includes a sidebar with navigation options like 'Student Support Directory', 'CAMPUS CALIBRATE', 'Cranium Cafe', and 'Classrooms'. The main content area has tabs for 'Student List', 'Add Students', 'Milestones', 'Clone Milestones', 'Student Support Groups', and 'Attach Student Support Groups'. The 'Milestones' tab is active, showing a breadcrumb 'Cohort: Project Management - Nursing Students / Manage Milestones'. On the left, there are sections for 'Available Milestones' (with a 'Custom Milestone' input) and a 'Save Milestones' button. The 'Assigned Milestones' section displays a milestone titled 'MEET WITH FINICAL AID' with a due date of '06/17/2021' and a detailed description about financial aid opportunities. It also shows 'Existing Attachments' (none), an 'Attachments' section with a 'Choose Files' button, and a 'Reminders' section set to '1 Week Prior'.

**ConexED**  **MORENO VALLEY COLLEGE** *Celebrating 30 Years*

**CHRISTOPHER SWEETEN**  
CONEXED ADMINISTRATOR  
(request role upgrade)

Online ▾

Student Support Directory

› **CAMPUS CALIBRATE**

› **Cranium Cafe**  
because learning shouldn't be boring

› **Classrooms**  
because teaching shouldn't be boring

My Courses ▾

Lobby

▾ Case Management

My Students

Cohorts

Milestone Completion Requests

Milestone Progress Alerts

Reports

Archives

Document Library

Customize Card

## Manage Milestones

Cohort: Nursing Students  
Category: Project Management

Student List Add Students **Milestones** Clone Milestones Student Support Groups Attach Student Support Groups

Cohort: Project Management - Nursing Students / Manage Milestones

Available Milestones

Custom Milestone

Save Milestones

### Assigned Milestones

**MEET WITH FINICAL AID**

**Title**

Meet with Finical Aid

**Due Date**

06/17/2021

**Description:**

Financial aid opportunities (merit- and need-based) are available to help make education accessible for you and your family. While the steps can seem daunting, Westminster provides the information you need to understand and apply for loans, scholarships,

**Existing Attachments:**

No existing attachments.

**Attachments:**

**Choose Files** No file chosen

*Students will be able to download these attachments.*

**Reminders:**

1 Week Prior X

Delete





## ConexED school partner data:

82%

Increase in student satisfaction with support services

56%

Increase in students connecting to more support services

76%

Increase in staff productivity

68%

Increase in face-to-face meetings

# Thank You

[engage@conexed.com](mailto:engage@conexed.com)