



# CampusQ

## CQ CONNECT

The ultimate and most comprehensive  
Enterprise and Student Management System

CampusQ



# LEADING THE WAY |

**CQ Connect is a Student Management System designed to drive digital transformation for a mobile generation of leaders, students and staff.**

Delivered in the cloud, CQ Connect offers the ability to easily manage the entire student lifecycle while simultaneously promoting the student experience. Through flexible architecture and self-service tools, students intuitively access and manage academic support from any device. Streamlined administrative processes provide institutions with visibility and insight to serve learners more effectively.

CQ Connect is the ultimate and most comprehensive Enterprise and Student Management System for educational institutions with progressive aspirations for global expansion.



# ALIGNING SYSTEMS & PEOPLE

## A world of administrative capabilities

Designed to enable future-focused educational institutions to meet the changing educational landscape, CQ Connect boasts an effective student-centric ecosystem.

CQ Connect gives students a full range of functions from real-time access to critical information about their enrolment, academic progress, timetables and financial status to graduation registration.

Administrative duties are streamlined and standardised mitigating against human error, higher operating costs and ineffective reporting frameworks.

This feature-rich platform serves as a digital campus – a collaborative platform where your students and faculty can access all of their service needs as well as engage with each other to advance the growth of your institution.



Financial  
Management



Student  
Self-Service



Grade  
Management



Recruitment  
Portal



Automated  
Processes



Analytics &  
Reporting



Compliance  
Reconciliation  
Module



Multi-Campus  
Management



Graduation  
Organisation

# BUILT TO ADAPT |

CQ Connect efficiently addresses the rising demand for more student-centric experiences – it's scalable and customisable to simplify processes.

Built for today's modern educational institutions, CQ Connect allows you to facilitate collaboration, improve enterprise management and enhance the overall student experience while minimising admin overheads. Our comprehensive suite of modules, housed in a functionality-rich platform support a complete elimination of paper forms via smart automation.



## Student-first design

Today's educational institutions need to leverage technology to remain competitive and alleviate administrative burdens for the next generation of students.

CampusQ Connect has been specifically engineered for automation making it easy to manage operations and harder to make mistakes. Enabling staff to focus on what matters, student experience.

CQ Connect allows you to do this – and more.



*Educational institutions are now the equivalent of commercial enterprises. You need an enterprise-grade system now, not just a regular student system. That's what CQ Connect offers us.*

**Emeritus Professor Greg Whateley, UBSS**

# MANAGE IT ALL FROM ONE SYSTEM |

CQ Connect is the platform of choice for educational organisations that prioritise transformative growth and treat their institutions as an enterprise. With CQ Connect, you can automate tasks, track workflows, engage with students and faculty, and set a new standard of academic excellence.

With CQ Connect, your institution will have a platform that will empower every single student and faculty member with technology – anytime, anywhere.

**CQ Connect also offers the following unique benefits for your students, faculty and the institution as a whole.**

## STUDENTS

- ✓ online enrolment and multi-channel support for domestic and international students
- ✓ full visibility and automatic alerts for payments
- ✓ real-time and personalised attendance management
- ✓ academic progression monitoring
- ✓ graduation management

## FACULTY

- ✓ attendance threshold monitoring and calculation
- ✓ student performance management dashboards
- ✓ internal communication channel for important broadcasts
- ✓ email, SMS and internal bulletin functionalities

## INSTITUTION

- ✓ multi-campus management
- ✓ automatic email confirmations, course information and reminders
- ✓ track support interactions for interventions
- ✓ centralised data repository
- ✓ comprehensive income reporting



*With our student base of over 2000, we were able to reduce 8 full-time administrative positions by automating student administrative tasks. This has greatly streamlined our processes and effectively improved resource allocation, saving \$812,800 annually (based on annual gross salary of \$80,000 per annum and loading of 27%).*

**Alan Manly CEO,  
Group Colleges Australia**

# Compliance Management

## Elevate your institution's compliance standards with CQ Connect's streamlined integration across all areas of operations

CQ Connect is the cutting-edge cloud-based student information system that offers educational institutions a comprehensive all-in-one solution for managing student data and operations. We take pride in leveraging AWS, a global, scalable, secure, and innovative cloud platform to host our system to better serve higher education customers worldwide. We understand the importance of mission-critical systems on campus and selected AWS as our cloud provider to deliver scale, security, and rapid innovation for our clients.

One of the standout features of CQ Connect is its robust compliance functions, which facilitate institutions' adherence to regulatory requirements set by TEQSA, CRICOS, AVETMISS, and other government agencies.

CQ Connect's compliance functions revolve around three critical areas:

- **Admissions Compliance:** CQ Connect offers tools that make it easy for institutions to handle admissions compliance requirements, including validating student eligibility, tracking applicant data, and managing admissions policies and requirements.
- **Student Records Compliance:** CQ Connect provides institutions with a comprehensive suite of tools for managing student records compliance, including handling student data, tracking academic progress, and ensuring compliance with student privacy regulations.
- **Reporting and Analytics:** CQ Connect's reporting and analytics tools empower institutions to keep a close eye on compliance metrics, generate compliance reports, and identify possible compliance issues in real-time.

By utilising CQ Connect, educational institutions can optimize their compliance procedures, mitigate the risk of compliance violations, and ultimately enhance their overall performance. With CQ Connect's advanced features and user-friendly interface, it is the optimal solution for institutions looking to revamp their compliance functions.

# WHY CQ CONNECT? |

**Our system provides a comprehensive set of features and benefits that are unmatched by our competitors.**

Our modern interface is designed to provide an intuitive and user-friendly experience for students, faculty, and staff. With the user experience in mind, our interface enables efficient navigation and task performance, making it easy for everyone to use.

Our cloud-based and mobile-ready system is hosted on the highly scalable and secure Amazon Web Services (AWS) platform. This allows our student management system to be accessible from any device and any location, providing students and institutions with unparalleled flexibility while lowering maintenance costs.

We offer seamless integration with other solutions, including finance, regulatory resources, and eLearning platforms. This allows for the streamlining of processes and real-time data sharing across departments, making administrative tasks easier and more efficient.

Our flexible and scalable system allows institutions to customize the platform to their specific needs and requirements. As institutions grow and evolve over time, our system can adapt and scale accordingly, reducing the need for frequent system overhauls.

CQ Connect is committed to protecting student data. Our cloud-based infrastructure is highly secure and compliant with the latest data privacy regulations, ensuring that student data is always protected.

Institutions that choose CQ Connect can expect a student management system that is secure, easy to use, adaptable, and fully compliant.

Contact us today to learn more about how our platform can revolutionize your institution's operations.

# ADMISSIONS MANAGEMENT

Standard	CQ Connect
<ul style="list-style-type: none"><li>✓ Application process for new students</li><li>✓ Track progress through the admissions process</li><li>✓ Manage the enrolment process</li></ul>	<ul style="list-style-type: none"><li>✓ Intelligent web-forms</li><li>✓ Automated processing for all application correspondence, including acknowledgement emails and offer letters</li><li>✓ Generate real-time Overseas Student Health Cover (OSHC) quotes</li><li>✓ Offer letters generated using our e-signature solution, EduSign Pro</li></ul>

# STUDENT RECORDS MANAGEMENT

Standard	CQ Connect
<ul style="list-style-type: none"><li>✓ Maintain a comprehensive record of each student's academic and personal information</li><li>✓ Courses, grades, attendance and demographic data</li></ul>	<ul style="list-style-type: none"><li>✓ Central repository of all student records including enrolment history, supporting documentation, all contact data and interactions</li><li>✓ Cloud-based technology used to securely store and share student records, ensuring data integrity and privacy</li><li>✓ Mandatory term registration requires address and contact verification to ensure student data is kept up-to-date</li></ul>



# COURSE MANAGEMENT

## Standard

- ✓ Manage class scheduling
- ✓ Assign instructors to courses
- ✓ Manage course enrolment

## CQ Connect

- ✓ Manage course modules and qualifications, including financial and compliance requirements
- ✓ Create subjects, package rules (including pre- and co- requisites) and map to accredited competencies
- ✓ Create and control publishing of single and group schedules
- ✓ Step-by-step undo/redo capability for scenario planning
- ✓ Automatically logged records for all timetable changes
- ✓ Build custom timetables
- ✓ Track and optimise room resources
- ✓ Schedule rooms with capacity thresholds
- ✓ Customised automation – clash detection preventing double bookings; implementing program rules in a form suitable for scheduling management
- ✓ A complete personalised student view timetable (with locations) available – ability to share to personal calendars
- ✓ Automated invoice generation at the point of subject selection and acceptance by student

# FINANCIAL MANAGEMENT |

## Standard

- ✓ Manage student billing and financial aid
- ✓ Track financial transactions related to tuition, fees, and other expenses

## CQ Connect

- ✓ Custom invoices and receipts
- ✓ Transactions processed in real time
- ✓ Enable visibility into how charges and payments align with courses and subject selection
- ✓ Automatic alerts when students have financial holds on their account
- ✓ Integrated credit card and PayPal processing
- ✓ Refund eligibility calculator
- ✓ Online student portal for payment plan review and payment
- ✓ Bank reconciliation with automatic receipts processing
- ✓ Automatic payment notifications to students
- ✓ Financial revenue breakdown by college, program and student
- ✓ Debtor management
- ✓ Comprehensive income report
- ✓ Students receive invoices based on selected subjects per study period
- ✓ Pay course fees online with instant payment confirmation
- ✓ Track and arrange installments for payment plans

# COMMUNICATION TOOLS

## Standard

- ✓ Tools for communication between students, instructors, and administrators, such as email, messaging, and discussion forums

## CQ Connect

- ✓ Email, SMS and internal bulletin functionalities, all of which are logged as events in the student journal
- ✓ One-way messaging to individual or student groups, with alerts sent to student body in seconds
- ✓ Schedule the timing of broadcast bulletins
- ✓ Automatic welcome email confirmation, course information email and orientation reminders
- ✓ Automated payment reminder for outstanding payment
- ✓ Automated attendance reminders of class details to students
- ✓ CQ Mobile app allows students to receive scheduled and real-time push notifications, keeping them informed and up-to-date

# COMPLIANCE & REPORTING

## Standard

## CQ Connect

- ✔ Providing tools for generating report and analytics on student performance, enrolment, and other data
- ✔ Our TCSI export tool is used to transfer TCSI data from CQ Connect to Paradigm, allowing for customized data extracts in appropriate file formats and ensuring the security and integrity of the information during a seamless transfer process
- ✔ VET activity reporting requirements – AVETMISS
- ✔ Integrated USI verification and collection
- ✔ Attendance threshold monitoring, calculation and automatic generation of the notice of intention to report unsatisfactory attendance
- ✔ International student visa monitoring, agent activity and PRISMS Reconciliation
- ✔ Address validation against the Australia Post database

# STUDENT SUPPORT SERVICES

## Standard

- ✓ Providing a range of services to support students' academic and personal needs
- ✓ Advising services

## CQ Connect

- ✓ Self-service kiosk with touch interaction to manage attendance, ticketing and tracking for student support
- ✓ Real-time appointment booking and confirmations via kiosk
- ✓ Self-service capabilities for subject allocation, fee payment, submitting personal requests including leave, deferment, appeals and certificate printing
- ✓ Submission and tracking of all online request forms
- ✓ Select subjects and generate personal timetable
- ✓ 24/7 access and support available
- ✓ CQ Mobile app allows student to access services on the go

# ACADEMIC MANAGEMENT

Standard	CQ Connect
✔ Faculty management	✔ Seamless and secure transfer of student marks from institutional learning management systems
✔ Academic scheduling	✔ Intuitive grading tools and interfaces for posting grades
✔ Curriculum management	✔ Teacher portal allows academic teaching staff to access reporting and comparison analysis per study period and provides comprehensive reporting on student progression
✔ Assessment management	✔ Self-service facility to enable eligible learners to apply to graduate and administrators to view submitted applications ✔ AHEGS certification, transcripts, statement of attainment and testamur production ✔ Graduation ceremony management – invitation, fee and registration management ✔ Support interaction tracking with students to facilitate intervention and case management ✔ Automated attendance reminders of class details to students

# CQ CONNECT

## MAJOR FEATURES

# STUDENT MANAGEMENT

Manage the entire student lifecycle with a system that meets the unique needs of higher, vocational and ELICOS educational institutions.

Looking for more features to enhance your experience? Contact us today!

### Admissions & enrolments

- Deliver multi-channel support for domestic, international, online, undergraduate and post-graduate students
- Easily collect operational and assessment data from intelligent web-forms
- Automate processing for applications and admission-specific correspondence, including acknowledgement emails and offer letters
- eSignature solution integration
- Real time Overseas Student Health Cover (OSHC) quotations
- Process applications for credit based on recognition of prior study or experience
- Guarantor/child relationships with age restrictions

### Student administration

- Term registration capture with custom rules and controlling actions which include address and contact verification
- Centralise all contact data and interactions
- Deliver real-time online self-service support for students
- Oversee the entire student lifecycle - from recruitment to graduation
- Ensure a historical record of positions and entitlements

### Communication

- Internal communication channel for news, events, welcome messages and important broadcasts - available to agents, staff and students
- Email, SMS and internal bulletin functionalities, all of which are logged as events in the student journal

## Student financial & payment integrations

- Custom invoices and receipts
- Process transactions in real time
- Enable visibility into how charges and payments align with course & subject selection
- Send automatic alerts when students have financial holds on their account
- Integrated credit card and PayPal processing
- Refund eligibility calculator
- Online student portal for payment plan review and payment

## Graduation & completions

- Self service facility to enable eligible learners to apply to graduate & administrators to view submitted applications
- Identification and administration of potential graduands
- Graduation ceremony management – invitation, fee and registration management
- AHEGS certification, transcripts, statement of attainment and testamur production

## Assessment management

- Seamless and secure transfer of student marks from grades from Moodle and other institutional learning management systems
- Intuitive grading tools and interfaces for posting grades

## Attendance management

- Realtime attendance capture for classes, periods and daily needs with the ability to include attendance history certificates
- Personalised student view of attendance, threshold warnings and certificates
- Custom workflow processes to notify international students of their attendance requirements including threshold warnings, regulatory notices production and management reports
- Automated absentee notifications generated by email, SMS & internal bulletins

## Workflow & automation

- Multi-campus management
- Automatic welcome email confirmation, course information email and orientation reminders
- Automated payment reminder for outstanding payment
- Self-service capabilities for subject allocation, fee payment, submitting personal requests including leave, deferment, disciplinary actions,
- appeals and certificate printing
- Track support interactions with students to facilitate intervention and case management
- Automated attendance reminders of class details to students



## Compliance & reporting

- VET activity reporting requirements - AVETMISS
- Integrated USI verification and collection
- Attendance threshold monitoring, calculation and automatic generation of the notice of intention to report the student for unsatisfactory attendance letter
- Address validation ensuring address data is correct and matches against the Australia Post database
- Academic progression monitoring and reporting
- International student visa monitoring, agent activity and PRISMS Reconciliation
- Understand trends and manage performance with easy-to-use dashboards

## Financial management

- Ability to define and manage fees types
- Automated invoicing and receipting
- Financial revenue breakdown by college, program and student
- Debtors management
- Comprehensive income reporting

## Venue management

- Schedule rooms with capacity thresholds
- Room reporting usage

## Timetabling & subject selection

- Ability to publish and un-publish single and group schedules
- Custom automation – collision detection preventing double-bookings; implementing program rules in a form suitable for scheduling
- management
- Ability to move blocks of events and substitute resources to avoid conflicts
- Step-by-step undo/redo capability to try different options
- A complete personalised student-view timetable (with locations) available – ability to share to personal calendars
- Automated invoice generation at the point of subject selection and acceptance by student
- Automatic logging whenever there is a change to an existing timetable entry

## Kiosk integration

- Self-service kiosk with touch interaction to manage attendance, ticketing and tracking for student support
- Real-time appointment booking and confirmations

# MAJOR FEATURES

# AGENT PORTAL

**CQ Connect streamlines all agent activities into a single platform to increase productivity exponentially.**

## **Enrolment management**

- Central repository of all student records including enrolment history and supporting documentation
- Generate real-time Overseas Student Health Cover (OSHC) quotes
- Generate offer letters using our e-signature solution, EduSign Pro
- Automatically send applicants reminders to sign their offer letter

## **Agent connect**

- Refund eligibility calculator
- 24/7 access and support available
- Commission capture and invoices automatically generated against students
- View status of all commission invoices: paid, pending and refunded
- Generate comprehensive reports on your agency's performance

# FEATURES

# STAFF PORTAL

From course creation to graduation, CQ Connect has all the features your staff need to manage your college's everyday requirements.

## Timetabling

- Step-by-step undo/redo capability for scenario planning
- Automatic log records for timetable changes
- Build custom timetables
- Track and optimise room resources
- Create and control publishing of single and group schedules
- Automatically detect double bookings and create timetabling rules
- Move event blocks and substitute resources to avoid timetabling conflicts.

## Administration

- Manage and process student online form submissions
- Automated outcome notification distributed via email, bulletin and/or SMS upon application finalisation

## Course management

- Manage course modules and qualifications, including financial and compliance requirements
- Create subjects, package rules (including pre-and co-requisites) and map to accredited competencies.

## Academic & assessments management

- Secure grade transfer into CQ Connect from learning management systems such as Moodle
- Intuitive grading tools and interface for posting grades.

## Attendance management

- Monitor student's attendance in real time
- Notify students of attendance requirements based on set criteria, e.g. threshold warnings, regulatory guidelines
- Reporting functionality for compliance and management
- Send absentee notifications automatically via email, SMS & internal bulletins

## Graduation management

- Student portal for requests to graduate and ability for staff review and approval
- Identification and administration of potential graduands
- Graduation ceremony administration - invitation, fee and registration management
- AHEGS certification, transcripts, statement of attainment and testamur production

## Compliance & reporting

- VET activity reporting requirements including AVETMISS
- Integrated USI verification and collection
- Attendance threshold monitoring
- Calculation and automated generation of various compliance documentation
- Address validation against the Australia Post database
- Monitor and report academic progression
- International student visa monitoring, agent activity and PRISMS Reconciliation
- Performance and trend analysis based on set criteria

## Financial management

- Bank reconciliation with automatic receipts processing
- Send automatic payment notifications to students
- Define and manage fee types
- View financial revenue breakdown by college, program and student
- Debtors management
- Comprehensive income reporting

# FEATURES

# TEACHER PORTAL

**CQ Connect makes it easy for teachers to interact with students beyond the classroom.**

## Attendance

- Monitor student's attendance in real-time
- Record, print and search attendance for face to face and online

## Academic

- Print timetable for single or multi-campus
- Reporting and comparison analysis per study period
- Comprehensive reporting on student progression

## Grade administration

- Third party integration (including Moodle) for grade importing
- Automated results notification distributed via email and/or SMS upon grade finalisation

## Administration

- View and update personal details and staff qualifications

## Communications

- One-way messaging to individual or student groups via SMS, email and bulletin. Alerts can be sent to your student body in seconds
- Pre-program the timing of broadcast bulletins

## eLearning

- Moodle LMS integration
- eLibrary with access to major research databases including Informit

# MAJOR FEATURES

# STUDENT PORTAL

**CQ Connect allows students to take control of their study, with the ability to apply and finalise enrolment, access support services and track course progress.**

## **Student admission**

- Apply online and accept offer letters electronically using EduSign Pro

## **Student support**

- Real time support to access and view all records in one place
- Ability to view and track own academic progress
- Submit and track all online forms including personal leave and deferment
- Submit and track all academic requests including appeals and RPL
- Refund eligibility calculator
- Select subjects and generate timetables
- View and print completion certificates
- 24/7 access and support available

## **Student finance**

- Receive invoices based on selected subjects per study period
- Pay course fees online with instant payment confirmation
- Track and arrange installments for payment plans
- Receive alerts for finance-related issues

**Looking for more features to enhance your experience? Contact us today!**

# Enhance your experience with our extensive solution suite

## CQ Mobile – Student Mobile App Features

Driving customer connectivity, CQ Mobile app empowers educational providers with a 360° student visibility, enhanced customer experience and true cross-departmental collaboration. This technology allows educational institutions to achieve full digitisation of their services and provide seamless support to students.

With the power of automation, innovation and powerful resourcing, CQ Mobile transforms how organisations operate. Educational institutions can take advantage of its key features which include:

- Personalised timetables
- Live chat
- Digital Student ID
- Virtual queueing
- Appointment booking
- Personalised notification and alerts

## EduPortal – Admissions Management System

EduPortal is CampusQ's innovative technology for recruitment and admissions. Integrated with CQ Connect, EduPortal is geared to boost productivity and manage risks. EduPortal allows educational institutions to automate payments, use intuitive self-service enquiry forms, organise contracts and agency agreements in one place and make more processes seamless.

Through the following features, EduPortal also improves operational efficiency, configures workflows and generates higher conversions:

- Agent permissions
- Fully customisable workflows
- Student management system integration
- Electronic signature embedded
- Unlimited storage
- Automated communications

# CQ Queue – Queue Management System

With a virtual queuing system, CampusQ supports educational institutions in providing a better student experience and achieving operational efficiencies. CQ Queue is a fully integrated web-based booking, attendance and queue management system designed to eliminate waiting lines for students' convenience. Whether they are at home, work or the gym, students can now join a virtual queue using an on-site kiosk and easily proceed with their transactions.

By employing the following features, CQ Queue also enables staff and faculty to manage resources, integrate learnings and save time for better productivity:

# CQ Appointments – Appointment Scheduling System

CampusQ offers CQ Appointments to improve the efficiency of appointment scheduling for educational institutions. It facilitates self-service scheduling to boost staff productivity and eliminate long queues for processes. CQ Appointments also fully integrates with our all-in-one web-based booking, attendance and queue management system – CQ Queue – to allow higher education providers to benefit from automated record-keeping, time-saving and reduced admin.

As a powerful appointment management solution for scheduling academic appointments, calls and support assistance, CQ Appointments has the following features:

- Office 365 integration
- Multilingual
- Queue management integration
- SMS and email notifications
- Compliance record
- Appointment dashboard

# CQ EduSign Pro – Electronic Signature Solution

Custom-built for educational institutions, EduSign Pro is a cloud-based electronic signature service that provides a simple and intuitive system to securely sign, store and send documents. It eliminates the cost burden of printing, scanning, filing, storing and archiving physical documents, thus allowing educational institutions to achieve cost savings in paper, postage, storage, archiving and document disposal.

Providing accessibility and enhanced customer service along the way, CQ EduSign Pro offers the following features:

- Real-time signatures
- Automatic document tracking
- Cloud-based
- Automated reminders
- Template creation



# A VISION FOR SUCCESS |

We are seeing a global shift in the educational paradigm: remote learning setups, the demand for more accessible quality education and the rise of more diverse options for the students of the future.

## Why institutions move to CQ Connect?

With more competition in the market, students have become incredibly discerning when choosing their education providers. They are not just looking for education. They are seeking opportunities and experiences.

In addition, educators and staff are also looking for forward-thinking institutions that can help them grow professionally and assist them in connecting in more revolutionary ways with students.





## Aligning technology with education

Educational institutions are not exempted from worldwide digital transformation trends. In fact, you are expected to pioneer this growth and be more coordinated and adaptive to the changing needs of your students and faculty members than ever before.

To thrive in today's evolving landscape, you need to efficiently cater to the needs of your stakeholders, provide a student-centric experience and offer digital conveniences that will set your institution apart.



## What leading institutions are doing

As an institution, you must adopt a progressive mindset. To be a recognisable global education leader, you need a comprehensive solution that is aligned with your vision – a tech platform that will aid your institution in attending to the evolving needs of the new generation.



## The value of CQ Connect

CQ Connect is the ultimate student and educational enterprise solution for progressive institutions – an advanced Student and Enterprise Management System that will empower you to address the shifting needs of your students and faculty members.

# WHY WE'RE DIFFERENT

CampusQ is a highly experienced team of tech developers with a proven track record of building successful digital tools for educational institutions.

Our passion for strategy and tomorrow's technology allows us to lead, and not follow.

We keep our eye on what's ahead so that we can provide the latest and most sophisticated operational solutions that position educational institutions like yours as global leaders.



Get in touch to find out how we can help you.



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