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Engage Overview

About Tribal

Tribal is a pioneering world-leader of education software and services. Its portfolio includes Student Information Systems; a broad range of education services covering quality assurance, peer review, benchmarking and improvement; and student surveys. Working with Higher Education, Further and Tertiary Education, schools, Government and State bodies, training providers and employers, in over 55 countries; Tribal's mission is to empower the world of education with products and services that underpin student success.

Our software and services enable institutions to improve the quality of the student experience, while operating more efficiently, and ultimately helps deliver improved outcomes.

Overview of the Engage G-Cloud offering

Students today use multiple screens, have many conversations and communicate across several devices via a variety of platforms: technology is at the heart of their every interaction. So, engaging with students and creating the right kind of experience means putting technology at the heart of every interaction they have with an institution – and it's increasingly one of the best ways to share essential information and get it seen or heard amongst all the other chatter. Engage is a mobile app for universities and colleges that enables a new way to communicate and collaborate with students and improve their experience. An app that helps you thrive in an increasingly competitive market and meet students' expectations of immediate and convenient communication across the student lifecycle.

Engage is designed with the flexibility to work with any student information system. It enables you to communicate and collaborate with students, support and manage students throughout their journey and provide a personalised, tailored experience. Engage allows an institution to:

- Keep students on track: Enable staff and students to collaborate through persistent group timelines (such as an academic class, a hobby group or on-site organisation) to post links, tips, hints and reminders
- Increase feedback: Engage with students with near immediate feedback that better informs them ahead of their next lesson or lecture
- Make communications easier: Provide support through efficient communication so teachers and students can communicate one to one or in groups, all in real time
- Help develop relationships: Build a community and improve student relationships by offering students a collective space to learn and support each other with in-class activities and self-learning, with both direct one-to-one or one-to-many messaging (including individual and group read receipts)
- Get their attention: Facilitate students' interaction and engagement with your curriculum and extra-curriculum activities, deepening their sense of connecting and increasing retention and success
- Do it all safely: Engage is fully auditable, and features intelligent profanity features, intuitive delete, block / unblock controls and a reporting functionality for staff and students. It is restricted to the institution, so no personal data needs to be shared to connect with others unlike traditional messaging apps.

Quality Assurance

Tribal's quality assurance approach is designed to ensure that our services meet the levels expected from a leading provider of educational technology and support services to the public sector.

We are certified to ISO9001:2015, with established quality systems based on written policies, procedures and work instructions, all subject to audit and review.

Tribal will agree a set of Key Performance Indicators (KPIs) to monitor the quality of service delivery through each project. These will be reviewed to the standards agreed and any corrective actions will be dealt with accordingly and approved by the Client. Quality monitoring and reporting will be managed through regular contact with the Client.

Security Accreditation

Tribal is accredited to ISO 27001:2013 for the secure provision of technology products and services to the education learning and training markets.

Service Management

Tribal provides a full range of support services for our solutions, including:

- Full Tribal Managed Service
- Service Desk
- Product expert support
- Support Portal
- Support forum
- User groups and annual conference
- Disaster Recovery

Service Levels

SLAs for support desk services follow a formal structure, with specific metrics dependent on the customer's specific implementation and preferred support arrangements.

Helpdesk Hours

The Tribal Service Desk is dedicated to external customer support, with a team of staff led by a Service Desk manager.

The opening time for the Service Desk is 09:00 to 17:00 Monday to Friday excluding public bank holidays.

Incidents can be logged with the Service Desk through the Support Portal, available 24/7, 365 days a year. All incidents will be processed by the Service Desk when first received to allow them to assign a priority level.

The Service Desk operation offers a full call reception and management service tailored to each customer's requirement. Our aim is to provide high quality call management and customer liaison, with emphasis on ownership and quick, first-time resolution. Service Desk operations will be fully covered and measured within the formal SLA.

On-boarding and Off-boarding processes

On-boarding

Our professional services teams will engage with the Client to discuss the implementation.

During the implementation phase Tribal's Implementation Lead will be the key point of contact for communications; they will work closely with the Client Project Manager, and will liaise with senior managers in the Tribal team to ensure that the appropriate resources are made available as required.

Off-boarding

An outline exit plan will be provided on request. This will provide the timetable, procedures, responsibilities, and information required of the Client and Tribal to ensure that the service is terminated, and data transferred as required.

Training

Training will be scheduled as part of the project plan and agreed by both parties.

Post-implementation Account Management

A dedicated Account Manager will also be assigned once the implementation is complete and the service is fully operating in the live environment. The Account Manager will facilitate regular meetings to ensure the customer is getting the most out of the system.