



# Education Cloud for Student Success

Build deeper connections with students.

## Explore key features for Student Success.

Powered by the #1 CRM, Education Cloud accelerates time to value for institutions of **all sizes** and makes it easier to create **personalized** student experiences.

### 1 Single View of Student Data

Get a 360° view of every student fast with insights from their entire support network and integrated systems.

### 2 Personalized Student Support

Identify students in need and quickly intervene with Alerts, Care Plans, and Success Teams.

### 3 Modern User Experiences

Simplify appointment scheduling and track support services and programs.

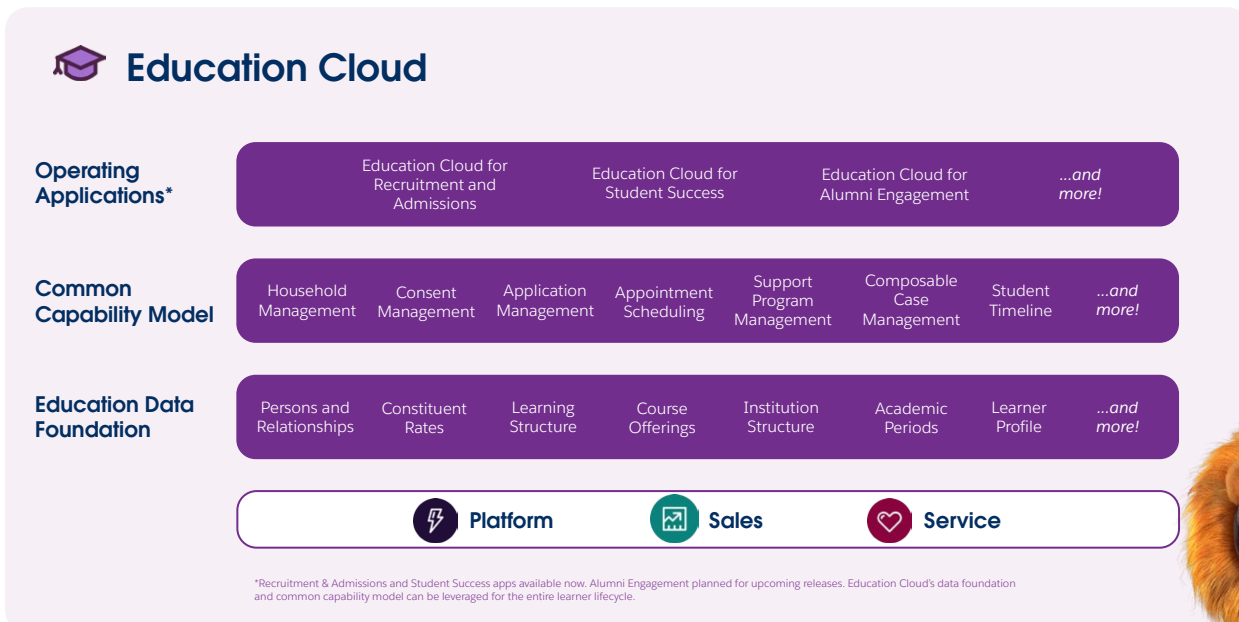
### 4 Analytics and Intelligence

Gain critical insights into student success metrics to support retention and graduation.



source: 2023 Total Economic Impact™ of Salesforce for Education

## How Education Cloud Works





# Education Cloud for Student Success

We've designed Education Cloud with the flexibility needed to meet evolving constituent needs, fast. Built with a learner-centric data foundation that allows you to easily scale as you grow, Education Cloud provides a set of core capabilities alongside an app for student success.

Capability	Description
<b>Advisor and Director Consoles*</b>	Leverage pre-built analytics and intelligence to gain critical insights into student success metrics to support retention and graduation.
<b>Alert Framework</b>	Create, automate, and aggregate alerts to identify students in need and quickly intervene.
<b>Care Plans and Templates</b>	Help students stay on track with personalized plans that work toward goals and address challenges. Create plans individually or as scalable templates, and track them to provide ongoing support.
<b>Case Management</b>	Simultaneously unify advising data while supporting staff-student collaboration in a digital one-stop. Quickly triage needs and help students overcome obstacles using pre-built flows to automatically create and close cases, and assign them Success Team members.
<b>Interaction Summaries</b>	Easily collaborate across teams by capturing and sharing structured advising notes, meeting outcomes, dates, and content.
<b>Interest Tags</b>	Capture student needs and interests with custom tags. Easily create reports and dashboards showing common themes to design personalized outreach at scale.
<b>Queue Management</b>	Manage drop-ins and waitlists with automatic queuing.
<b>Salesforce Scheduler</b>	Centralize advisors, faculty, and staff into one scheduling tool and simplify appointment booking for students and staff across channels.
<b>Student Portal Components</b>	Enable students to view their Success Team and Care Plans, and schedule appointments.
<b>Success Teams</b>	Support students by assigning individual advisors and advising teams while providing access to extended support team services.
<b>Support Program Management</b>	Track student support programs and the services they provide, from careers to wellbeing, to deliver holistic support and measure impact across departments.
<b>Timeline View</b>	Define a chronological view of student interactions to quickly evaluate progress and launch actions.
<b>Unified Student Record</b>	Unify disparate student data in one, secure location.

\*Separate SKU is required

Sign up for a free trial of Education Cloud at [bit.ly/EducationCloudTrial](https://bit.ly/EducationCloudTrial)

