



What's New

February 2023

This winter season we have made updates and improvements to our Community Channels allowing enhanced integration of RSS/ATOM feeds.

New: Integrated Feeds in Community Channels

We have updated how automated feeds work in Community Channels and provided new community management functionality. Admins can now:

- Add a feed (RSS/ATOM) to a new or existing channel
- Combine up to 5 feeds in a channel
- Manage the membership for the integrated channel
- Manage settings for the integrated channel

Additionally, we have also completed a pilot of Single Sign-On (SSO) functionality for Campus Cloud

Coming soon:

If you have been using existing integrated feeds, we will be reaching out to you to migrate these channels to the updated version. Look out for contact from your Customer Success Consultant.

In the meantime, if you would like to **beta test** integrating a feed to your Community Channels, please reach out to **Customer Support**.

December 2022

This December we are providing new functionalities within our Community Channel set-up.

New: Reported Posts: New Channel Settings

We have introduced new community channel settings options when working with the Reported Posts feature. Moderators, channel owners, community managers or any user who has access to community channel settings are now able to:

- **Toggle on/off** the hiding of posts and comments after they have been flagged. If turned off, no reported posts/comments will be hidden automatically.
- **Change the limit** for the max number of reports from the default limit to any number (Min 1 to Max 99999). Posts are currently hidden after they have reached the default limit of “4” reports. Please note: this option will be hidden if the Reporting Posts feature is turned off.

Why is this useful?

Having additional options when working with the Reported Posts feature increases the flexibility in moderating the community settings and your students’ experience while using Campus App.

How does it work?

When editing a channel, you will see the options to toggle on/off “Hide Reported Posts and Comments Automatically From The Channel’ along with a field to set a number for maximum reports (the default number of reports needed to hide a post or comment). See the below example:

Edit Channel



Upload an image or use an emoji

Upload Image

Select Emoji

Channel Name

Student Wall

Description

Post Setting

Open

Default channel

All existing and newly created users will be added to this channel.

New State



Hide Reported Posts and Comments Automatically From The Channel

Posts and comments will be hidden after reaching the maximum number of reports.



4

Save

Cancel

Delete Channel

November 2022

We continue to work towards improving the user experience on our platform. This month we are releasing new formatting options in Forms that add more flexibility and differentiation to the content you create and your students use.

Additionally, Forms have a new block type called "Text Explanation" which allows conditional feedback to be added throughout the form

New: Rich Text in Forms

Forms can now include videos, images, links, and formatted text. You can design each results page to link students directly to resources and additional forms.

Admins can now take these actions in Forms within Campus Cloud:

- Embed a video as a question prompt
- Link out to contextual resources from any part of a form
- Style your questions with headers and bolded text
- Attach course content (forms and resources) to each results block

Why is this useful?

The addition of Rich Text features in Forms allows you to have more flexibility in the type of content and assets you create.

How does it work?

Rich text is available for schools with version 3 of forms enabled. All schools currently using forms will be automatically upgraded to version 3 in the coming weeks. If you would like to get access immediately, contact your customer success consultant.

New: Forms now have “Text Explanation” blocks

We have added new functionality to Forms with a new block type called “Text Explanation”. Form/survey questions can now contain messaging and immediate conditional feedback based on the student’s responses (e.g. “That’s a great approach. You could also……”).

Why is this useful?

Allowing conditional feedback in forms provides messaging at the time of user selection and can help with retention of information while enhancing the user experience.

How does it work?

Text Explanation blocks are available for schools with version 3 of forms enabled. All schools currently using forms will be automatically upgraded to version 3 in the coming weeks. If you would like to get access immediately, contact your customer success consultant.

Important compatibility note for existing Forms when using the new Text Explanation question type

Please note that the new version of forms will be applied to all new forms you create going forward. Existing forms built in a previous version will continue to work as designed. However, if you would

like to convert an existing form into the new version in order to add these new enhancements, we can help. Just submit a support ticket with the name of the form, and we'll take it from there.

Bug Fixes & Improvements

Below are some bug fixes and improvements to the platform that you may be interested in:

- Mobile Apps:
 - Published a list of open source licenses and copyright notices for libraries used by our mobile app, available under Settings → About → View licenses.
- Campus Cloud:
 - Resolved an issue when filtering by certain keyword sets within Community.
 - Resolved an issue with the date picker caused by daylight savings time.
 - Improved navigation when using the “back” link within the Studio module.
 - Added more date filters for managing QR codes ("Last Year", "Last 90 days" and "Last 30 days").
 - Resolved an issue with search and filters options when managing QR codes.
 - Updated the styling for auto-detected links to make them more accessible.

September 2022

This September we have continued to build on our Content Linking in Workflows functionality. With this release we are bringing Content Linking into the Student Community Feed.

New: Content Linking For Workflow Channel Posts

The new Content Linking in Workflow Channel Posts feature allows admins to build workflow sequences that create channel posts in the Community Feed that include linked forms and resources. Then, based on users' responses, can send additional resources automatically. Additionally, Channel posts can now include up to 4 images or pieces of linked content.

Why is this useful?

Posting/scheduling forms and resources into the Student Community Feed is a great way to reach a wide and active student audience or a particular subset of users in Private Channels. Students who now respond to these channel posts can receive automated responses including forms and resources right from the Student Community Feed.

How does it work?

The Content Linking in Workflow Channel Posts functionality will now be included as options when building Workflows in CampusCloud.

See August's release below for more info on this feature.

Example of how you can use this feature at your school:

An example of how you could use the Content Linking in Workflow Channel Posts feature at your school could be to gather information and provide resources to students regarding on campus technology/resources. Use this feature if you want to both gauge student's awareness of the technology/resources available to them on campus (computer labs, Wifi hotspots, study lab locations, etc.) as well as provide automatic information and resources to students based on their answers.

August 2022

Since our last release we have been continuing to work hard on improving the platform to increase the likelihood of success and retention for your users. This month we are releasing a new feature as well as some other bug fixes and improvements to the platform that you may be interested in.

New: Content Linking For Workflow Notifications

The new feature being released to the Ready Education Campus App is our new Content Linking for Workflows. Workflows can now be set up to send out notifications to users that include forms and other content. The Content Linking will help make navigation to the key information easier for users and ensure that the content can be easily found by directly linking it in your Workflow notifications.

Why is this useful?

Linking content directly to your Workflow notifications means that your students can navigate directly to the correct content without additional search or navigation in the app. Linking content to a notification will increase the likelihood of students' engagement with the material and provide easy access to important information.

How does it work?

It is really quick and simple to link forms and other content to your Workflow Notifications. All you need to do is enter Campus Cloud, and create the form or content you want to send.

Now navigate to Workflows and create a Workflow or Notification. Then all you have to do is select the 'Links To' dropdown and select your content.

When published, the Workflow will send a push notification to students including the linked forms or other content that you selected.

Now your students will receive a notification to the content you have created without need of further navigation in the app.

Example of how you can use this feature at your school:

An example of using the Content Linking in Workflow Notifications feature could be using forms to check the pulse of your students around key areas such as how comfortable they are with accessing resources and technologies on campus. Based on students' responses to these forms, notifications in the Campus App can provide needed help and guidance for students in navigating their tech issues or increase adoption and usage of campus resources.

Bug Fixes & Improvements

Below are some bug fixes and improvements to the platform that you may be interested in:

Bug Fixes:

- Android App:
 - Fixed a display bug with recurring events when multiple recurring days are specified.
- iOS App:
 - Removed an issue where the Keyboard on iOS devices was seen to have incorrect animation when navigating away from chats. It will now move with the rest of the screen.
- Campus Cloud:
 - When editing a Tile in Studio Experiences, it was found that pressing 'Cancel' prompted an error informing CC users that the page cannot be found. This has been fixed and pressing 'Cancel' will return you to your selected Experience.

June 2022:

As always at Ready Education we work hard to bring you the best experience for you and your users in order to aid you in your success. This month we have a great update to our Contact Trace feature that will improve your ability to keep your institution as safe as possible from Covid. We also have some other minor enhancements and bug fixes that may be of interest to you, along with some useful resources that will help you to succeed with Ready Education.

These updates will be released to your platform on Monday June 27th 2022

Contact Trace - Pass Expiry:

With Covid-19 still being present in many locations, we are releasing an improvement to our Contact Trace feature. This new improvement will allow you to set an expiry date for your current Campus Passes.

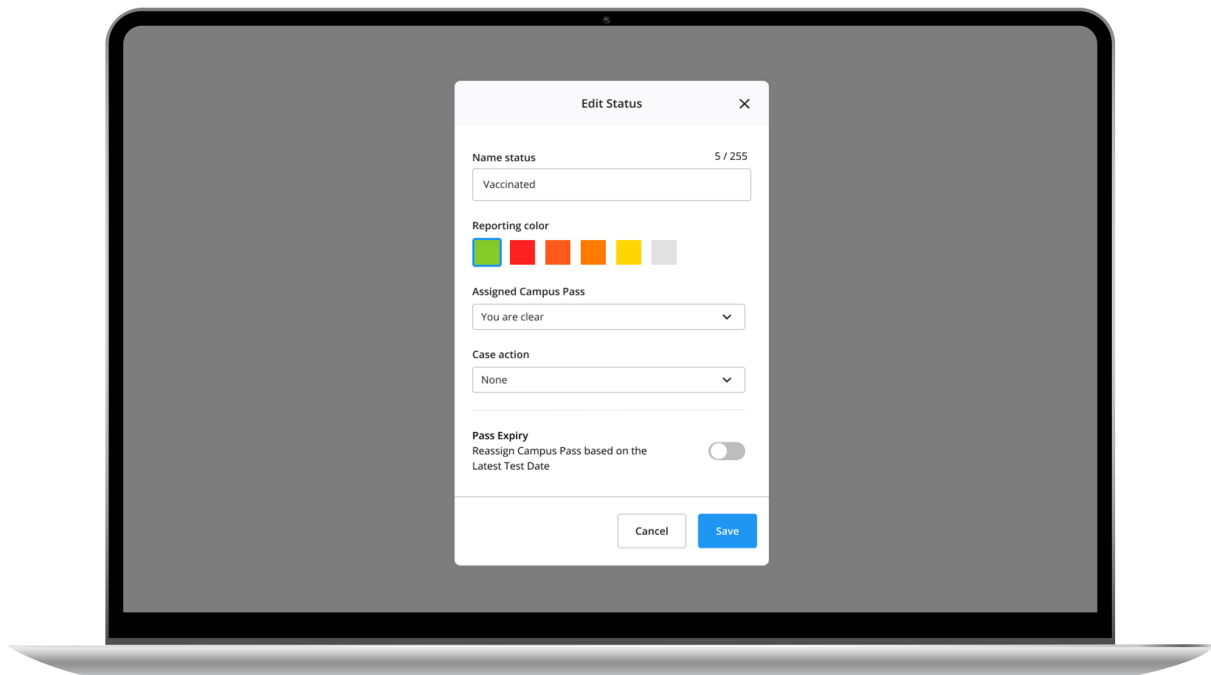
Why is this useful?

We know that some of you have encountered difficulties in managing the scenarios where Vaccinated/Exempt Users also need to complete Daily Pre-Screening.

With Pass Expiry, you will be able to set a date for the for the Pass that has been created to expire. This means that your users will be forced to re-submit their pass with proof of a negative test, which in turn will help to protect your institution as risk free as possible from Covid.

How does it work?

We have added a slider switch to the Case Status modal, controlling whether Pass Expiry is On/Off. All you will have to do is switch the modal to ON and then you will have the option to enter the number of days until the pass expires as well as showing a Reassigned Campus Pass which will contain a list of all Campus Passes, including both Clear and Restricted passes (along with the default):



With this activated you will better be able to manage people moving through your institution, ensuring that it remains Covid safe. We hope that this will help reduce the likelihood of a positive case hindering the success of your users.

Contact Trace - Authenticated Forms:

Also new to our Contact Trace feature is the ability to send Authenticated Forms. When enabled, a user will be prompted to provide a username and password. Once they have done this, a user will receive an authenticated access key to get access to the form that needs completing.

Why is this useful?

With Contact Trace involving personal details, we wanted to provide added security when filling in forms. With an authenticated form, only valid username and passwords are accepted, proving that the person attempting to access the form is who they say they are and their information remains protected.

How to send an Authenticated Form:

Sending an Authenticated Form is super quick and easy. All you need to do is sign into Campus Cloud with the relevant permissions to create Forms and then Head to 'Manage' in the top bar, go

to *Contact Trace* and select *Forms*.

Now when creating or editing a Form, all you need to do is select the “**Requires Authentication**” slider, which you will see below ‘Notifications’, to enable this functionality.

For more info on Authenticated Forms see our Useful Resources below.

Bug Fixes and Improvements:

We are continuously aiming to improve how you use the Ready platform. Below you will see some bug fixes and platform improvements that will hopefully increase your opportunity for success and help with the retention of your users.

Bug Fixes:

- **Contact Trace (CT):** When turning CT Notifications off, some notifications were still being received on mobile devices. This has been fixed, and notifications will not come through when CT Notifications are switched off on mobiles.
- **Institution Email Instruction On Web Forms:** When entering an email address to Web Forms, users were supposed to receive an instruction to use their institution email address if they have one. Due to an unforeseen issue, this instruction disappeared. Now, thanks to a quick fix, your users will be able to see the instruction again when entering their details on Web Forms.
- **Templates Not Showing Users In ‘To’ Column:** A bug was identified in the ‘Templates’ section of Notify, where the ‘To’ column was showing “No Users” despite having been sent to Users. This has been resolved and you will now be able to see User Info in the ‘To’ column of Templates in Notify.
- **Incorrect Header Of Scheduled Announcements in Notify:** When sending a Scheduled Announcements to a Custom User in Notify, an issue was found where the User would get an alert headed “Campus Wide Alert” even though it was going to an individual user. This has been fixed so that when sending Scheduled Announcements to Custom Users the header will now say “Urgent Announcement” instead.

Platform Improvements:

- **Group and Channel Notifications:** Previously, when receiving notifications from Groups or Channels, it was not clear which specific Group/Channel the notification had come from, and with users being in multiple of them it was a cause for frustration.
 - Now, Group and Channel Notifications will include the origin within the notification, so you know exactly where the notification came from without the need to go digging.
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Useful Resources:

To continue to aid you in providing users with the tools necessary to succeed, have a look at some of the useful links below. Hopefully within this documentation or future documentation you will be able to find value.

- Overview of Contact Trace: <https://support.readyeducation.com/hc/en-us/articles/4402393900947-Overview-of-Contact-Trace-Plus>
- Authenticated Forms: <https://support.readyeducation.com/hc/en-us/articles/4402444452627>
- Contact Trace - Permissions: <https://support.readyeducation.com/hc/en-us/articles/4402444515603-Team-Permissions-for-Contact-Trace-Plus>

P.S You may have noticed there is a new format this month. This is because we are continuously trying to improve the way we communicate to our customers, starting with our monthly release. If you have any feedback or if we missed anything please let us know at: cs@readyeducation.com

May 2022:



Contact your **Campus Success Consultant** to learn more about the Ready Knowledge Center: cs@readyeducation.com

Get ready for the launch of the Ready Knowledge Center!

We are committed to world-class support for our customers. We proudly serve over 4.5 million students across more than 525 institutions in 21 countries.

Our Customer Experience (CX) team has made a significant impact on how Ready Education drives student success and we're excited to launch a new tool to assist you.

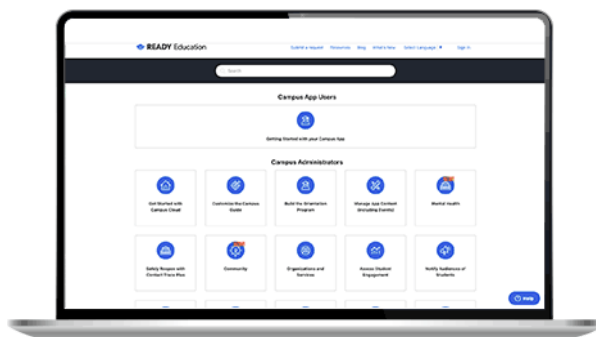
Following your feedback and suggestions, we have now significantly improved our Help Center and are delighted to be launching your new Ready Knowledge Center.

The Ready Knowledge Center is a new self-service tool providing hands-on personalized guidance with helpful articles to assist you in creating your student success solution.

You can access the Ready Knowledge Center via the same [Help Center link](#) you did before but you'll now find a host of additional helpful features. Highlights include:

- The new layout and design mean it's now easier for you to find content and self-serve Campus Cloud training
- New topic guides and content
- Quick access to contact support

As this is only the first phase of the release of this new platform, we would welcome all feedback and suggestions so that the Knowledge Center works as best it can for you. We'll continue to improve on this platform accordingly and look forward to sharing the next iteration with you soon.



▼ March 9, 2022 — Forms v2



Contact your **Campus Success Consultant** for enabling Mental Health Plus for your account: cs@readyeducation.com