

T R I B A L

ebs

Comprehensive management of student data and the student experience



ebs goes beyond traditional Student Management to change how FE and Skills providers deliver success

Above all, ebs gives a cohesive view of your organisation. It enhances student engagement, streamlines your operations and offers real-time digital technologies for reporting, communication and self-service access. It is chosen by more providers than any other system.

From student recruitment and admissions, through to student support and retention - we are by your side to improve the way information is collected, collated, analysed and shared; empowering staff and students across your institution to achieve their vision of success.

It puts the student at the heart, from the start

It gets everyone working smarter, and together

It helps improve quality

It makes working efficiently, easy

It empowers over 125 FE & Skills providers in the UK alone

Our customers are forward-thinking, committed to continuous improvement and understand that the traditional Student Management Information System falls short of their requirements if they are to succeed in a changing FE landscape with much changed student expectations.

NATSPEC colleges, independent and private colleges, General FE Colleges, Adult and Community Learning providers, and small/specialist HE institutions have all joined the growing ranks of providers looking for a better way to operate; a better way to communicate and engage with their learners; and a better way of achieving learner success - all with ebs.



All your stakeholders catered for

ebs will provide all your staff, users, delivery partners and learners with the specific tools and views of data to help them stay on track for success.

YOUR LEARNERS (AND THEIR PARENTS)

ebs gives all learners, and their parents, one point of entry into ebs for all their information needs.

- Access to a live view of their performance (progression, attendance, punctuality).
- Live staff communication through integrated messaging and alerts.
- Integrated private social networks (for provider-to-student and peer-to-peer communication and support in a safeguarded environment).
- Push notifications to keep learners on track for success.

YOUR STAFF

Every staff user has a pre-configured portal home screen streamlining the management of their day-to-day role.

- Key Performance Indicators and processes relevant to their role are presented via a personalised home screen and dashboards.
- Their reports are always readily available through business intelligence dashboards, negating the need to wait for reports to be written in order to interrogate data and make decisions to influence learner outcomes.
- Integrated individual learner plans (ILPs), markbook and pastoral support functionality improves information to academic staff and frees up their time to focus on teaching.

YOUR STUDENT SERVICES

Gain better visibility and streamline the management of the student experience.

- A fully digital admissions process gives a better understanding of each learner's needs from the moment they enquire.
- Pastoral support information is held in one place alongside the learner record allowing any authorised staff member to access praise or concerns or alert other members of staff of any issues.
- Digital communication methods mean your institute can maintain a relationship with all students through channels they are more likely to engage with, giving you the opportunity to influence more successful outcomes.

YOUR LEADERSHIP TEAM

Your leadership team can rely on a single, cohesive version of the truth presented via live dashboards which highlight KPIs relevant to their individual remits; whilst giving direct access to the underlying data should they need it.

- Leaders spend less time manipulating or waiting on data.
- It becomes easier to spot and respond to trends or issues before they can escalate.
- Leaders are empowered to improve every aspect of organisational performance.

YOUR DELIVERY PARTNERS

Live, third-party access can be granted to your delivery partners, such as sub-contractors or employers, so everyone has the same view of performance. The sharing of information is a live activity, not a case of waiting for reports or meetings. In this way, partner organisations can integrate with your data building closer, more productive relationships.

The end-to-end student journey

PLANNING

Planning in ebs is very much a straight-forward affair. You can manage all planning through a centralised tool that gives an overall picture of the plan at any point in time. You can easily delegate tasks out to Heads of Faculty or other staff without loss of data integrity or control.

Timetabling and attendance

Create visual timetable diaries; set-up, edit and report on a wide range of timetable events and automatically update ebs and registers.

Curriculum Planning

- Make your curriculum active with one click with status roll-forward facility.
- De-risk your curriculum planning as all funding rules are maintained by Tribal.
- Enable staff to work offline and re-import changes back into the plan, safely and securely.
- Maintain control through in-built approval status features.
- Enable multiple plans to be modelled to allow “what if” scenarios to be developed and aggregated with the organisation-wide plan.
- Easily monitor plan against target.

“As we got further into the project we realised there were numerous other benefits, which are already making a difference in areas from better planning to better cost management.”

**JOHN DAWSON, MIS MANAGER,
HOPWOOD HALL COLLEGE**

ADMISSIONS

Digital admissions in ebs modernises and improves the entire admissions process, saving you money and resources, enhancing the student experience and ultimately converting more enquiries through to enrolment.

End-to-end digital admissions

For Marketing and Admissions staff:

- Quickly get course information in front of prospective students directly from ebs.
- Capture vital marketing and supporting application information and evidence, reducing their workload and queues on enrolment days.
- Maximise engagement through the branded app, so the experience begins way before they walk through your gates.

- Optimise application numbers by reporting on incomplete applications and encouraging conversion by automating highly targeted communications.
- Save time and reduce missed interviews by encouraging learners to schedule their own interview slots.

For your learners:

- Enquire about a course or multiple courses and apply when and where they want via a fully mobile responsive website.
- Track the progress of their application online, removing the need to phone up and chase progress, which cuts costs for the institution and gives a better learner experience.
- Enable communication with you in a way that suits them at various points in the process e.g. receipt of application, invitation to interview, offer, etc.

For your MIS team:

- Improve data integrity and the timeliness of its presentation.
- Have everything in one place, with no need to support and run separate admissions systems and processes, or worry about associated reports and costs.
- Give leadership teams live visibility of admissions KPIs without the need to run bespoke reports.
- Operate a paperless, centralised process that captures all data from all sources and saves the institution hugely significant resources year-on-year.

Digital Signatures and Digital Documents

Capture, store and retrieve all your signed documents without delay. Save time and money whilst streamlining the student experience.

TEACHING, LEARNING AND ASSESSMENT

All the functionality in ebs around teaching, learning and assessment will enable your staff to spend more valuable time with their learners instead of chasing or processing records. All your information is in a single location, making it easy for staff to understand what is required to help their students succeed and improving how staff and students interact.

Integrated ILP, Markbook and Pastoral Support

- Data only needs to be entered once for the ILP learner record, including vocational marks and predicated outcomes.
 - Improve key information to your academic staff to ensure maximised learner outcomes.
 - Integrated ILP, markbook and pastoral support measures progress and help students
- Staff and students are kept informed of progression, outstanding tasks and supplied evidence via their personalised hubs, so both parties are engaged and have a live and accurate picture of learning.
 - Assessment and feedback is made easier through the live communication tools, encouraging dialogue between teaching staff and students and creating a digital audit trail of uploaded evidence, commentary and assessment.
 - ebs manages data for all your FE courses, apprenticeships and HE programmes in a single database.

succeed, and allows you to share vital safeguarding information in real-time. The ILP functionality allows you to set targets and track progress for each learner; but it also brings clarity to how you manage compliance. Leaders can ensure personal tutors, course teachers and students are completing the necessary information for successful ILPs.

Integrated private social network

- Private social networks promote peer-to-peer support and encourages students to take more ownership of their learning.
- Enable Student Support interactions remotely.
- Meet your students' expectations when it comes to modern communication methods.
- Increase engagement and timely actions through push notifications.

“We’ll be able to engage with our future students as soon as they apply and communicate more effectively right from their first interaction with the college; it will transform our communications and our College Experience Days. It ticks so many boxes; it’s a brilliant module and is the way forward for colleges – it has made a huge difference to our lecturers and students alike.”

**CARON EDWARDS, HEAD OF COLLEGE INFORMATION SYSTEMS,
SWINDON COLLEGE (ON PRIVATE SOCIAL NETWORKS IN EBS)**



FUNDING

ebs allows you to capture information about learners and enrolments for all your provision types, simplifying the production of your English ILR and Welsh LLWR funding returns. Learner and enrolment data can be captured at enrolment or completed and maintained afterwards.

EXAMS

When it comes to exams management, ebs not only meets all your legislative and reporting requirements for general and vocational qualifications, but also delivers significant operational efficiencies to multiple departments.

ebs integrates seamlessly with the curriculum, markbook and exam seating functionality so your exams team, invigilators and Facilities and Resource Managers can be confident in live and accurate data. Planning is streamlined and cost management is improved through better co-ordination of resources and candidates.

- Simplify your base data imports, GQ and VQ EDI submissions.
- Support any combination of traditional, modular and on-demand methodologies.

Exams Seating Plan

- Automatically generate, circulate and amend visual representations of your exam seating plans in advance.
- Reduce cost of non-attendance and provide students with the trouble-free experience they need most at this time.
- Accommodate mixed and multiple papers, as well as manage bespoke exam rooms for students with special requirements.
- Perform validation checks to ensure all of your submission files are 100% accurately complete.

SUCCESS

ebs provides comprehensive coverage of the end to-end student journey, and the cohesive picture it brings to your organisation means learners, staff and leaders alike can all work together in a single joined-up system where all aspects of delivery can be managed towards success.

- Learners are informed and engaged.
- Staff are afforded the time to help learners progress to successful outcomes.
- Leaders are provided with the smart reporting and business intelligence dashboards that bring daily transparency to the performance of every learner, every course, every staff member and every department.
- Staff and leaders manage by exception and tackle performance vs target issues before they escalate, and performance is continually improved.

It's no coincidence then that when compared to the national average for overall effectiveness in Ofsted inspections, ebs customers are more likely to be rated as "Good" or "Outstanding".

(DATA FROM MAY 2017)



PLANNING

Curriculum Planning - centralised planning; plan and calculate income for SFA/EFA, HEFCE; funding rules maintained by Tribal; status roll-forward facility; model multiple plans with 'What if' scenarios; monitor against plan; online access to users' own curriculum; built-in approval management controls.

Timetabling and attendance - create visual timetable diaries; set-up, edit and report on a wide range of timetable events and automatically update ebs and registers.

Block Matrix - easily reconfigure timetables and automate allocation of learners.

ADMISSIONS

ebs Ontrack Prospect: End-to-end Digital Admissions.

- Integrated, templated and branded website pulling through curriculum data directly from ebs.
- Self-service interview management.
- Online offer acceptance and payment.
- Push notifications to alert students about application status and when actions are required.
- Document /evidence upload facility.
- Real-time dashboards for managers highlight applications by postcode, school, gender etc.
- Electronic keep-in-touch activity.

Digital Signatures and Digital Documents - attach a digital signature to any learner-related document generated through ebs.

Postcode recognition (AFD, QAS)

ENROLMENTS

Enrolments Pack - ILR, fees, student record (destination data, contact info), Consent (GDPR!), Custom logs

PLR Prior Attainments - import a full record from the Learner Registration Service directly into ebs.

FUNDING

Statutory Returns - ILR, LLWR; on-demand or scheduled processing; bulk-edit functionality; integrate with validation tools to check your data before submission.

Support Fund Management - calculate and store details for funding and costs allocated to assessed learners with learning difficulties; create a Support Plan to record all support costs including individual and group costs; determine a starting allocation amount for a fund with threshold alerts.

Advanced Learner Loans -

UCAS FE/HE transfer -

TEACHING, LEARNING & ASSESSMENT

Private social network - increase engagement and retention, encourage peer-to-peer, support and provide a branded, secure environment for collaboration.

Integrated ILP, Markbook and Pastoral functionality - one system to manage all your student data; accessed by a single, live, personalised hub for staff and students; all assessment data presented alongside other live student data; vital safeguarding information shared in real-time; staff progress tracked against actions for each learner's ILP; handle your HE Awards data including predicated outcomes.

Communications Pack - all documentation and correspondence stored in one place within ebs against the student record; fully tracked email, SMS, notifications, documents and communications; straight forward search and retrieval.

Registers Pack - mobile registers for electronic marking.

Tailored portal views for leaders, staff, students and parents - personalised views of relevant courses, actions required to keep on track, live KPIs and a single point of access for all related information.

Integrated apprenticeships e-portfolio

EXAMS

Exam Management - exam imports, link to curriculum, submission files for exam boards, import results and update ILR with results.

Exam Seating Planning - Automatically generate/amend the seating plan and circulate it to relevant teams and Awarding Bodies; accommodate mixed and multiple papers; better monitoring of invigilator utilisation and expenses; auto-generated text message reminders giving exam title, date, time and location; automatic write-back to ebs.

HE Awards - integrated FE and HE system; bulk marking; in-built and editable auto-calculations; customisable rules manager for grading; predicted outcomes.

SUCCESS

Business Intelligence - out-of-the-box, live, at-a-glance data visualisation drawing on data from ebs and multiple other applications/databases; in-built permission-based dashboards linked to individual user views via staff hub; KPIs at user, curriculum area or department level; drag & drop report building; email alerts linked to KPIs; html5-enabled.

Data Miner - interactive report builder with smart navigation to the underlying data.

Progressions Pack - online recording of progression data directly into ebs.



COMPREHENSIVE RANGE OF IN-BUILT SSRS REPORTS

INTEGRATIONS
<ul style="list-style-type: none"> ■ Web Services – automate the ‘push’ and ‘pull’ of data into and out of ebs and web-based applications. ■ Third-party payment solutions: Worldpay, Paysafe, Capita Secure Card Portal (SCP), DPS Payments, Civica Paylink. ■ Award winning Business Intelligence platform provider, Panintelligence. ■ SMS providers: Dialogue, PageOne, Blackboard ConnectTxt, Vodafone, Esendex. ■ Learner Record Service – obtain prior attainment records and ULNs for import into the central database. ■ Postcode recognition services: AFD, QAS – speed up data entry for students and staff. ■ Google: Analytics – optimise your digital admissions online journeys; Google Translate. ■ Self-Assessment and Quality Improvement Planning software, Actionplan+. <p>Use evidence directly from ebs to populate your SAR and QIP.</p>
SUPPORT
<p>Dedicated UK ebs Support Centre operating 9am-5pm, 5 days a week and offering telephone, email and dial-in assistance; all Priority 1 issues responded to in less than 30 minutes; Priority 2 and 3 in less than one hour; Priority 4 issues in less than 4 hours.</p>
<p>Best practice webinars - Monthly, best-practice webinars tailored to the full range of users, processes and functionality.</p>
<p>Regular User Groups – free user groups located around the UK to increase understanding of ebs and services updates, share user examples, and access CPD sessions, as well as providing the forum to discuss their changing needs, and input into the future development of the solution.</p>
<p>Professional services – on-hand team of FE experts offering training, Continuous Professional Development and good practice implementation models to help you gain the maximum value possible from your implementation.</p>
CLOUD-READY
<p>Switch to the cloud version of ebs, supported by Rackspace, the world’s number one managed cloud company, whenever it suits your own organisation’s infrastructure strategy.</p>

CLOUD SERVICES
<p>All application and data process managed, including patches, upgrades, and backups as well as your day-to-day activities.</p> <ul style="list-style-type: none"> ■ 24x7x365 support. ■ On-demand access to specialist skills (eg. Big Data, Security). ■ Proactive, high-touch service. ■ Deep infrastructure skills.
<p>Application services</p> <ul style="list-style-type: none"> ■ Application updates. ■ Production and non-production. ■ Performance monitoring. ■ DB Administration.
<p>Data services</p> <ul style="list-style-type: none"> ■ Expert SFA and EFA knowledge. ■ Training placement services. ■ Data compliance services. ■ Custom report services.
<p>Customer Success services</p> <ul style="list-style-type: none"> ■ Adoption services. ■ Best practices insights. ■ Application optimisation for business outcomes.



TRIBAL

VISION AND MISSION:

To empower the world of education.

Providing the expertise, software and services required by FE & Skills Providers to underpin student success.

FAST FACTS

No.1 provider to FE in UK

Over 300 FE & Skills providers in the UK alone

50% of the largest FE colleges run ebs

Ofsted gradings for ebs customers have been shown to be significantly higher than the national average.

(DATA FROM MAY 2017)

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HELLO@TRIBALGROUP.COM | UK: +44 (0)845 3133 151 | APAC: +61 (0)3 5221 5535

WWW.TRIBALGROUP.COM | [@TRIBALGROUP](https://www.instagram.com/TRIBALGROUP)