

Caseworker Connect
STUDENT SERVICES EDITION

the advocacy and case management solution for [student advice centres](#)

FEATURES

In a Nutshell

Caseworker Connect Student Services Edition is for everyone. From project workers and advocates working with students on a daily basis to service managers responsible for managing teams and demonstrating best value against benchmark targets.

Student Record Management

- Integrate student data from existing IT systems or create your own customised records
- Bar code scanning makes it easy to locate student records
- Search and filter records by name, date of birth, course information and more
- Quickly identify repeat and first-time contacts
- View complete histories for individual students
- Review entire case lists and advice records for all students

Advocacy

- Maintain records of ad-hoc or short-term support and advice delivered through drop-in advice centres and telephone helplines
- Fast data entry so you can choose to log information in real-time
- Monitor and compare records across multiple services
- Capture information about the nature of the student's query and log details of advice offered
- Attach electronic documents (Office files, emails, scanned paper files) for total coverage
- Automatically setup a detailed case record from existing queries
- Monitor the time spent on each query and assign each query to a named staff member to keep track of work activities
- Print detailed reports
- Generate key statistics against demographics such as fair access, diversity, gender, age and more

Case Management

- A complete case file management system
- Assign a dedicated case advisor
- Password protection sensitive cases
- Classify cases by subject and focus areas
- Maintain detailed case notes
- At-a-glance overview screens make it easy to review key case information
- Attach electronic files
- Create case tasks to help prioritise your case load and demonstrate how you progress each file
- Receive reminders when you log in
- Formal case closure procedures means you can assess the reasons for closure, review lessons learned, and assess the length of cases to assist in planning
- Cases in need of attention are automatically flagged
- Filters and reports to create a wealth of statistics and data for single and multiple case ranges

Reports

- Choose from in-built reports to help you collect and analyse the information you need quickly and effortlessly
- On-demand custom reports to assess any aspect of your service
- Produce statistics across user-definable date ranges about case outcomes, referral sources, time recorded against cases, and more
- Reports are generated in html and displayed in your web browser
- Reports can be saved for viewing at a later date or exported to other formats (e.g. Excel, PDF)

Document Management

- Create an electronic library of resources for staff and managers
- Store any type of electronic file including text, pictures, music and even video
- Every file - Planning and Strategy documents, training manuals, minutes, presentations, reports, and links to useful websites - automatically opens in the default application
- Distribute material safely and securely

Personalisation

- Personalise settings to deliver an even greater experience
- Receive personalised reminders when you sign on
- Create your own library of case note snippets. Insert them quickly and easily into your case notes to save time and improve the quality of recorded information

Database Integration

- SQL Server 2005/2008 (backwards compatible with 2000)
- Pre-installation questionnaire ensures you get a tailored database ready to use from the moment its installed
- Remote administration for patches and updates

Subscription

- One time purchase cost provides training, installation, and support
- optional annual subscription entitles continued support and software upgrades

Customisation

- Customise the workflow so that Caseworker reflects the way your organisation manages information
- Whether it's a particular piece of information you want to record about your students or a specific report you need, with customisation you are assured expert support in tailoring Caseworker Connect Student Services Edition to your exact requirements
- Commission specific enhancements or suggest a feature and see your idea in the next version

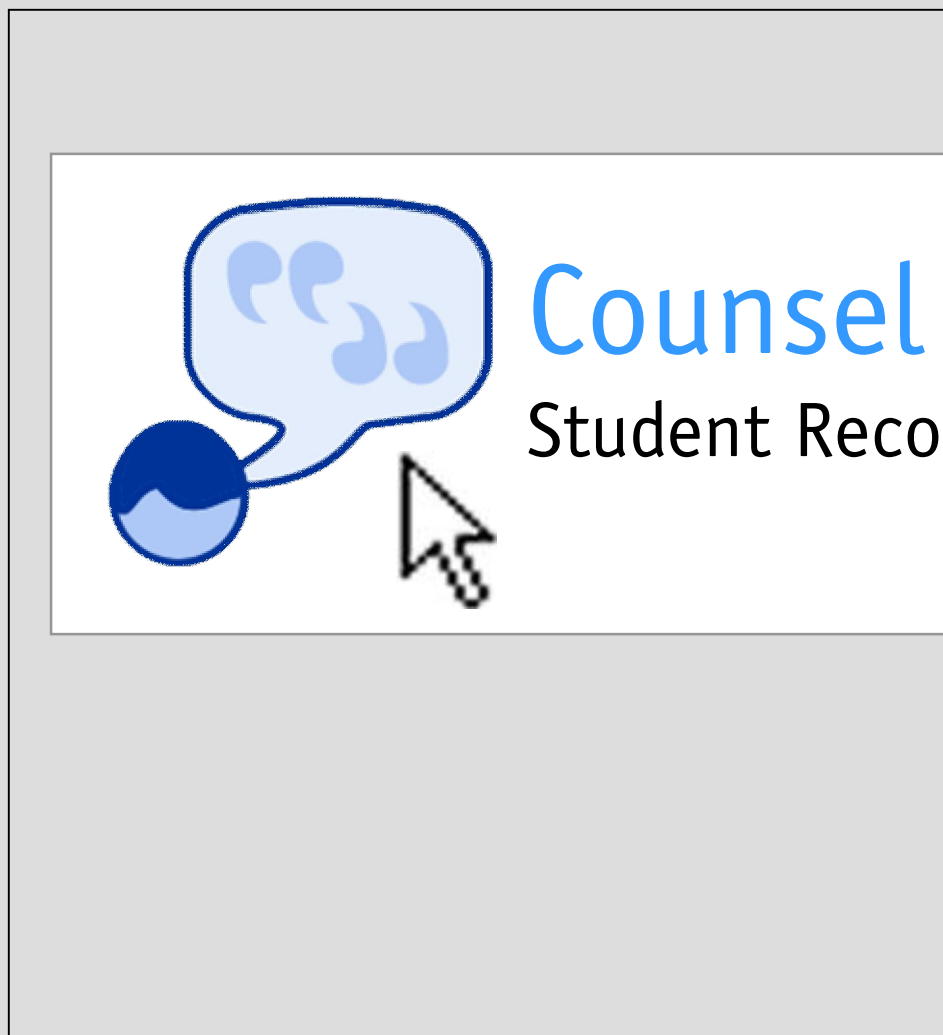
Help & Support

- Step-by-step instructions for all features and functions within Caseworker Connect is available in an online User Guide
- Administrators can configure access rights to different modules, and functions within a module, to create accounts that reflect the job function of individuals within the organisation
- Installing new releases is easy with automatic notifications and web-based downloads

Custom modules

A custom module enable advice centres to easily extend Caseworker Connect to meet a specific organisational need including:

- A module where you can record payments and track budgets against grants/loans, for example, Access to Learning
- A footfall monitor where you can record and analyse the frequency of student visits to your advice and advocacy services
- A Counselling module similar to Case recording, but with greater security features: e.g. student names are not revealed; clinical notes are not recorded; and Counsellors can only see records that they are managing directly
- Custom modules are highly recommended for organisations that have very specific or niche requirements



Screen shots

We pride ourselves on writing great software that is easy to use.

Task Reminders



Quickly and easily see what case related tasks need to be actioned from the Task Reminders list. Each case worker has their own task list, which can be viewed at any time.

Secure



A dedicated Sign On screen prevents unauthorised access.

Screen shots (cont...)

Great software means our customers can deliver great service.

Find Students

Administration Reports Help

Home Exit

Caseworker Connect
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Case Recording

Use the filter below to find the student record you are looking for. Use 'Confirm Details' to check additional information about matched students, and then click 'Continue' to manage Case records.

Find Student [Show Help](#)

Student filter

Find By ID:

Find By Last Name:

Find Reset Show All

Matched Students (14): Filter is: ON

Drag a column header here to group by that column.

Student ID	First Name	Last Name
376	Patricia	Bailey
172	Heather	Bailey
131	Elizabeth	Bamber
202	Jake	Bamber
240	John	Bannister
461	Stephen	Bannister
328	Mary	Barker
74	Christine	Barlow
62	Caroline	Barnes
46	Beverley	Barritt
37	Begum	Bashir
411	Robert	Batty

Confirm Details View all case records Manage Students Continue Cancel

Version: 1.20.3.0 16 October 2008

Find student records by scanning id cards or search by last name.

FREQUENTLY ASKED QUESTIONS

Pricing and billing

Is Caseworker Connect Student Services Edition licensed?

Yes. A Caseworker Connect license grants you the right to use Caseworker Connect. Buying a Caseworker Connect license is like buying other software: once you have paid for the license you can use Caseworker Connect for as long as you want. You need to purchase a license for each PC that uses Caseworker Connect.

What does the license include?

All prices include installation, training, email and telephone support and free upgrades for each new release of Caseworker Connect for one year from the date of installation. Support and upgrade packages for subsequent years are also available.

System Requirements

Caseworker is a desktop application that is installed on each licensed computer. It uses your network to connect to a central SQL database, where all case and student information is stored.

What operating systems do you support?

Windows XP SP2 or later, including Vista.

Can I use Caseworker with my Macintosh?

No, Caseworker only works on the Windows platform.

What version of SQL Server do you recommend?

SQL Server 2005 or 2008. We also support SQL Server 2000 if necessary.

How do you administer technical support?

We use a remote desktop connection to access your database if we need to apply a patch or upgrade. Alternatively, we can provide written instructions to your own MIS teams.

References

Can we talk to some of your customers?

We would be pleased to try and arrange for you to speak with our existing users.

Next steps

If you are interested in what Caseworker Connect Student Services Edition has to offer, we would be pleased to arrange an onsite demonstration.

OUR CONTACT DETAILS

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About us

Blue Door Software Ltd develops and licenses the Caseworker Connect (Student Services Edition) and Caseworker Connect software platform to academic, advice, and advocacy organisations across the UK. We support licensees in the development of desktop and hand-held software applications for efficient, cost-effective, and quality-centric service management solutions.