

# CLASS



# NEWS

By Infospeed Ltd

**class**

Winter 2011

**The World's Leading Administration Software System  
for Language Schools**

Dear Friends,

Welcome to our **Winter 2011** newsletter. In this issue, we bring you news on our new Class Web Interface, and our plans for the beginning of 2012.

Other topics include the Techies Corner, a Tips & Tricks section, and a list of the free refresher sessions that are scheduled for the coming months.

We hope you will find this useful and as always, we welcome any feedback you may have!

Sincerely, **The Class Team**

- Uni-Pay partnership
- Class Web Interface
- Class.Net availability
- UKBA SMS Changes
- Facebook / Twitter
- Tips & Tricks
- Free Refresher Sessions
- Techies Corner
- Passwording
- Upcoming Events
- For your consideration...



*Merry Christmas!*

## UNI-PAY PARTNERSHIP

### International Payments Solutions for Schools

We are delighted to announce that we have entered into a partnership with Uni-Pay that will provide a link between the Class and Uni-Pay systems.

Uni-Pay is an international payment service, designed specifically for universities and language schools, which removes the banking and credit card costs associated with collecting fees from overseas students.

We believe this is great news for both language schools and students - improving the overall payment process and securing savings for both!

A new partnership that crosses boundaries...

#### What does this mean for you?

- Once your Uni-Pay account has been set up, as a Class customer, the Class / Uni-Pay interface is free!
- Whenever you confirm a student booking in Class, Uni-Pay will email the student to request payment of the amount due, and chase the debt for you.
- Your students will have the option to pay through Uni-Pay in local currency by bank transfer or by multi-currency credit card online.
- You will receive a statement with details of all monies paid into your bank account by Uni-Pay.
- You will not have to pay bank charges as a school (reducing your overheads) and because the currency you invoice in will be the currency paid by Uni-Pay, there is no risk of reduced value due to exchange rate conversions.
- Once a student's payment has been cleared by Uni-Pay, it will be automatically uploaded into the Class Ledger, and allocated against the student's booking.

For more information on Uni-Pay, please click on the below link:



## CLASS WEB INTERFACE

The Class Web module is designed to link your web page with Class and enables both agents and students to make bookings, update their personal details and even reprint documents.

When entering a booking, information such as school, course type, and products and prices, are picked up from your Class database, and when calculating the value of the booking, any discount or commission rates within Class will be applied.

Once a booking is completed, it will be sent to your Class database, where it will be added to a list of all bookings. It is then for you to decide whether to accept or reject these bookings.

Some additional features of Class Web are:

- Students, hosts and agents can upload pictures
- Documents can be downloaded directly
- Hosts are able to maintain their own availability and individual room pictures

An in-depth presentation of this will take place on Wednesday 1st February. Please see the Refresher Session section for further details.

## CLASS.NET AVAILABILITY

**Class.Net will be available from our website by 16th January 2012!**

We have had a team of 2 to 3 developers working on Class.Net since 2008, and during that time, we have rewritten over 3 quarters of a million lines of code into the new .Net format, whilst replacing over 500 individual screen displays, as well as 12,000 individual data controls.

Some of the main changes you will see are:

- A new look, new icons and new menus
- Sharper controls and new shortcut menus across the system
- The error-handling process has been enhanced
- New picture capabilities for hosts, agents and teachers
- A brand new agent room allocation module
- In addition, if you have the Ledger module, you will be able to create and customise your own receipt layouts using Microsoft Word, and then email the documents to the agent or the student. You will also be able to do this for account statements

Please be aware that if you haven't already upgraded your MS Office & SQL Server software, Class.Net requires a minimum of MS Office 2007 (Standard Edition) and MS SQL 2005 (Standard Edition). In order to avoid disappointment, please contact us for full technical notes before upgrading.

## UK BORDER AGENCY SMS CHANGES

On 23rd November, we attended a meeting with the UKBA in London to discuss their new requirements with regards to their online SMS system. A new release of Class will be available in February 2012 with the new functionality required, ahead of the UKBA SMS upgrade in April.

The UKBA changes related to the upload file are as follows:

**1. Secure English Language Tests (SELT)**

The UKBA will be asking whether a SELT test is required, and reasons why if not. If required, they will be asking which level was attained, and who the training providers were.

**2. Progression**

The UKBA will be asking whether the student has previously studied in the UK, if so, which academic level they achieved, and if the current course they are taking is a Higher, Same or Lower Level course as the previous one.

**3. Work Placement**

The UKBA will be asking if the student has a work placement, and if so, what percentage of time is spent on the work placement, along with justification if the percentage is above certain guidance levels.

## FACEBOOK / TWITTER



We are in the process of creating our own Facebook page, which we will keep updated with our news, any developments and anything we think may be of interest to you. The page will go live in the new year!

Likewise, we are looking at the possibilities that Twitter has to offer, and we will keep you updated on this!



## TIPS & TRICKS

**Are you aware...** that you can access student, agent and host family details directly from the Enrolment Bookings screen? This saves you the need to go into separate Menu Icons or Tabs!

**Want to see a “quick” list of ALL students present in the school?**

Go to the Enrolment Browse Screen, remove the tick from the box labelled “Include Future”, and then click on “Find”. You are now left with only students currently present in the school.

## FREE REFRESHER SESSIONS

We offer free online Refresher Sessions to all customers with a current Connected Support Contract, to help you make the best use of Class. On each topic, we hold 3 sessions throughout the day: morning, afternoon and evening. These 20-minute sessions are aimed at experienced users. They are online and you will be connected to our Class training database.

### Next Sessions & Topics:

(all UK times - please check to allow for time difference)

- **Class.Net Overview**

**Wednesday 18th January** at 10AM / 3PM / 9PM

**Wednesday 22nd February** at 10AM / 3PM / 9PM

**Wednesday 21st March** at 10AM / 3PM / 9PM

This is an introduction to our 4th generation of Class—launching in January! This session will demonstrate the new icons, (shortcut) menus and controls; and will also explain the enhanced error handling process. In addition you will be shown the new picture-adding capabilities, and the new agent room allocation feature.

- **English UK Statistics**

**Thursday 26th January** at 10AM / 3PM / 9PM

This is a quick refresher to remind you of the production of statistics ready for your March return. It will cover: English UK countries set-up correctly; courses that are included in the return; and how to produce and send returns.

- **Class Web Interface**

**Wednesday 1st February** at 10AM / 3PM / 9PM

This will show you how your students and agents can make online bookings via a link on your web page. You will be shown how to update details, reprint documents and how all of this feeds back into Class.

- **System Settings**

**Thursday 23rd February** at 10AM / 3PM / 9PM

This session will show you a range of settings, how you can change them and also things to consider before you do.

- **Agents for Marketing Purposes**  
**Thursday 29th March** at 10AM / 3PM / 9PM

We will show you how you can keep your agents up to date with happenings in your school. There will be tips on: various fields within the agent database record to produce mailings; printed documents to be sent by post; sending emails advising agents of a new course; text messaging capabilities for promotions; keeping notes and setting diary reminders; producing address labels; and how to refine lists of agents by country.

Please contact us to book your place!

## TECHIES CORNER

### **Backups - Important Reminder!**

We know we've mentioned it before but are you aware that both your data AND your database need to be backed up regularly?

We know 2 free websites that may be of use to you, and will keep your business at minimum risk from internal and external data loss.

For backing up your **data** (this includes live folders, word documents, spreadsheets and templates), **SyncBack Freeware** from [www.2brightsparks.com](http://www.2brightsparks.com) is one program we have found useful.

For backing up your **SQL server database**, we ourselves use **SQLBackupAndFTP** from <http://sqlbackupandftp.com>

(Although we use the above ourselves, unfortunately we cannot be held responsible for issues that arise when using this software)

## PASSWORDING

Please be aware that as of January 1st 2012, the Support and Help Documents on the Class website will be pass-warded for added security.

Please call the Support desk in order to obtain any passwords.

## UPCOMING EVENTS

Infospeed will be attending the **FELTOM** exhibition in Malta, between 14-18 March 2012. Once again, we will have a stand set up, along with our DVD's and booklets, so please do pop over and say hello if you are also attending.

## FOR YOUR CONSIDERATION...

### ISI Inspection

The Independent Schools Inspectorate reports to the Department of Education which schools meet statutory requirements. As well as benefiting pupils and their education, it also helps schools to recognise and build on strengths, and identify and remedy weaknesses.

Do you have any feedback of inspections you have had? Perhaps you feel it would benefit us to know, so that we can adapt and improve Class to suit your needs more adequately? If so, do get in touch!

### Charity Donation

This year, we will donate part of our Christmas budget to a local charity that supports people with multiple sclerosis.

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