

# JUNIPER MIST AND SEATS SOFTWARE BRING AI-POWERED LEARNER AND ANALYTICS TO CAMPUSES

*Automate safe distance learning, prevent overcrowding, and engage academically at-risk students*

## Challenge

Institutions are eager to have staff, faculty, and students return to campus. Faced with implementing new safety procedures, institutions need an efficient, automated way to adhere to social distancing policies in the classroom and monitor student well-being, academically and personally.

## Solution

Juniper Mist™ Location Services and SEAtS Software solution combines learner and campus analytics with real-time location data to automate social distancing in the classroom and send overcrowding warnings to students' smartphone or tablet.

## Benefits

- Prevents overcrowding and manages space more efficiently with real-time location data
- Surfaces and pro-actively intervenes with at-risk and under-achieving students by collecting and analyzing attendance and engagement data telemetry across campus
- Integrates with existing campus systems to help make data-driven decisions from accurate, comprehensive, and easy-to-understand dashboard analytics

*Education institutions around the world are preparing for the return to campus and in-person teaching. As management considers a return to the physical campus, they must adapt to new requirements, implement new procedures, and leverage technology to alleviate student, staff, and faculty concerns.*

## The Challenge

Institutions need to manage room capacities to prevent overcrowding and the associated health risks. The key to keeping people physically distanced is knowing where they are at any given time. Institutions need an efficient, accurate, and non-intrusive way to monitor movement and send real-time notifications of overcrowding and room-capacity breaches.

As well as ensuring physical safety, educational institutions must focus on student well-being and academic progression. This can only be achieved by ensuring that there is no loss of visibility of engagement when transitioning from in-person to online learning. Institutions need the ability to pull data from existing campus systems and collate it into easily understood dashboards so that staff, faculty, and advisors can make informed decisions. Also, they need to offer students a support service that provides automated outreach to those who are academically at-risk or struggling in other ways.

To meet these new challenges, Juniper Mist and SEAtS Software have partnered to provide a solution that integrates with existing campus systems and location-based services without requiring Bluetooth® Low Energy (BLE) beacons. The combined solution enables improved space utilization, monitors movement, and allows teams to identify students who may be struggling and re-engage them before they critically drop off. The virtual BLE (vBLE) technology in Juniper Mist access points removes the need for physical BLE beacons.

## The Juniper Mist and SEAtS Software Solution

Juniper Mist and SEAtS Software have developed a joint solution to create a safe return to campus and in-person teaching. By pairing innovative vBLE and large-scale location services with a comprehensive student success management platform, administrators can manage room capacities with ease. They can schedule an entire semester of blended, learning-ready events and send them directly to students' smartphones and tablets. Students, using SEAtS e-Attendance Mobile App and Analytics with Juniper Mist Location Services, can check in and out of physical classes, and when room capacity is reached, they will receive an in-app notification to leave the class as well as the option to attend the lecture online.

In addition to room capacity management, institutions receive enriched, real-time learning analytics. Staff, faculty, and advisors can keep track of student engagement and progression both in-person and online with an intuitive, lead-indicators dashboard. They can also identify and intervene with academically at-risk or struggling students, providing them with automated early alerts and targeted support.

### Features and Benefits

The solution from Juniper Mist and SEAtS Software enables a safe return to campus and in-person teaching by providing:

- Room-capacity management and space utilization to prevent overcrowding and manage space more efficiently with real-time location data
- Pro-active intervention with at-risk and under-achieving students through the collection and analysis of attendance and engagement data
- Live connectors integrate with existing campus systems to provide lead indicators for student retention, widening participation, pathway progressions, and more. Administration and teachers can make data-driven decisions with accurate, comprehensive, and easy-to-understand dashboard analytics

## Solution Components

### Juniper Mist AI-Driven Solutions

With Juniper Mist cloud services, all wireless deployment, operational, and management functions are handled via the Juniper Mist cloud, and it delivers the following Wi-Fi and vBLE services:

|                                  |  |
|----------------------------------|--|
| Juniper Mist Wi-Fi Assurance     | Includes user service levels, anomaly detection, automated event correlation for troubleshooting, dynamic packet capture, policy configuration, guest WLAN access, and more.   |
| Marvis Virtual Network Assistant | Provides natural language queries with integrated help desk functionality for rapid and simple root cause determination and problem resolution while realizing the self-driving network with its Marvis Actions framework. |
| Juniper Mist User Engagement     | Pushes location-based information to mobile users, such as turn-by-turn directions and proximity notifications.  |
| Juniper Mist Asset Visibility    | Finds high-value resources such as shipping pallets, wheelchairs, security personnel, and more.  |
| Juniper Access Points            | Deployed on-premises for Wi-Fi, BLE, and IoT access.   |

### SEAtS Student Success Platform

The SEAtS Student Success Platform provides one place to manage the student journey from orientation to graduation. The solution keeps users on the same page, informed, and up to date with all the tools necessary to track progression and wellness.

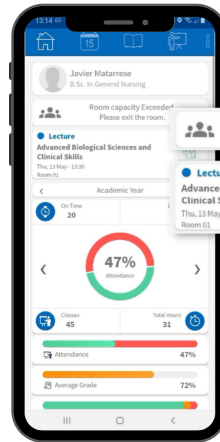
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| Scheduler                                      | Hybrid timetabling with Microsoft Teams and Zoom Sync, as well as space utilization and placement management features.   |
| Attendance Management                          | Blended Attendance Dashboard and Student Mobile App with QR code, GPS, and BLE Bluetooth Smart Campus technology integrations. Suite of out-of-the-box compliance reports to satisfy internal and external stakeholders.   |
| Learning Analytics                             | Student engagement dashboard with live connectors to learning management systems. Calculates student success and wellness scores based on student engagement and attendance data.  |
| Advisor Case Management and Early Alert System | Powerful workflow engine triggers early alerts on student engagement, attendance, progression, retention, and well-being. Capability to open and manage cases for at-risk and under-achieving students.<br><br>Personalized, automated messages and PDF documents at scale.<br><br>Data entry tabs and forms with custom fields. |

# FOR Student Management Campus Safety Campus Decision Support

Combine **real-time** location data with engagement analytics



When a student enters a room that has reached its maximum capacity...



They receive a real-time alert to exit the room.

2

3

They can check out of the physical class and attend online.

Figure 1: A student enters a room that has reached capacity



Figure 2: The process behind identifying over-capacity rooms.

## Summary—A Smart Campus Approach for Safe Learning

The Juniper Mist and SEATS Software solution removes significant technology barriers to universities, colleges, and schools. By combining the smart campus telemetry location services from Juniper Mist with SEATS Software's learner and campus analytics, institutions can achieve a unified perspective on student well-being, progression, and retention. In addition, the institutions gain strategic and operational decision-support analytics.

### Next Steps

To learn more about the Juniper Mist and SEATS Software solution, contact your Juniper Mist or SEATS Software representative, or visit [www.seatsoftware.com](http://www.seatsoftware.com) and [www.juniper.net](http://www.juniper.net).

## About SEATS Software

SEATS is an EdTech data science analytics and process automation company that helps universities, colleges and schools create and manage hybrid learning schedules, capture and analyze student engagement and attendance data, surface and intervene with at-risk students, and deliver actionable intelligence for operational and strategic decision making. For more information, visit [www.seatsoftware.com](http://www.seatsoftware.com).

## About Juniper Mist

Mist built the first AI-driven Wireless LAN (WLAN), which makes Wi-Fi predictable, reliable, and measurable and enables scalable indoor location services like wayfinding, proximity messaging and asset visibility. In addition, Mist's AI technology plays a key role in bringing automation and insight across the full IT stack, delivering seamless end-to-end user experiences and substantial IT cost savings. In 2019, Mist was acquired by Juniper Networks. The deal will enhance Juniper's enterprise networking portfolio by combining Mist's next-generation Wireless LAN (WLAN) platform with Juniper's best-in-class wired LAN, SD-WAN, and security solutions to deliver unsurpassed end-to-end user and IT experiences. For more information, visit [www.juniper.net](http://www.juniper.net).

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