Committee Training

Welcome 2024

native.

native believe in a world where every student organisation can provide an amazing campus culture and help their students have the best time at university.

We’re here to help

Whatever the query you have, please never hesitate to get in touch and I will be happy to help

Senga Russ

Senior Customer Success Manager

societies@native.fm

native Events Platform

native.

The native Admin Panel

This is where you will create events, list tickets and promote your events schedule.

This is also fully integrated with your MMS so that students can benefit from single sign on and you have access to reporting via MMS.

https://promoters.native.fm/

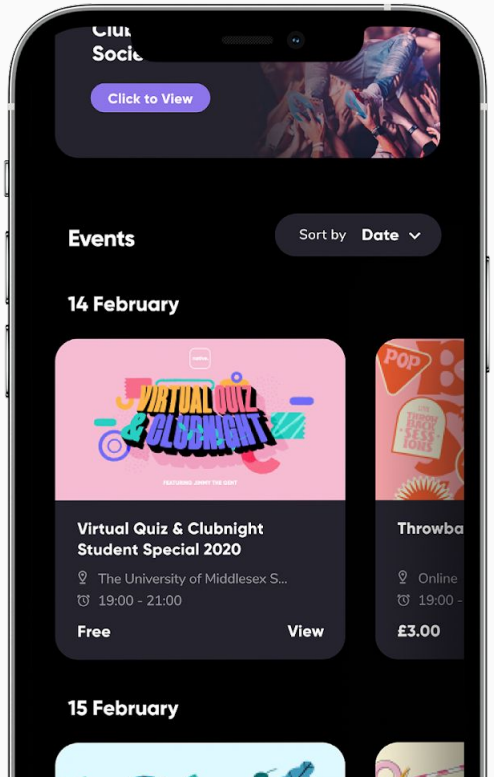
The native Scanning App

The native scanning app is free to download to your mobile device.

You can track sales, quickly scan in guests, view answers to questions, sell tickets in person and more using this app.

Events

Event Listing



You can add lots of different information to your events and easily manage your events on the control panel.

- Event Date & Time
- Group Page Only
- Location - In person or Online
- Event Types (Category, Genre, Tags, Artists)
- Description and Image
- Duplicate & Repeat events

18 September

Welcome Fayre 2024

Park Campus, Cheltenham Free

View tickets

Welcome! Get ready for an exciting day of exploration, discovery and connection to help you settle!

Our Welcome Fayre is your chance to dive into everything we have to offer. You'll get to explore a wide range of student groups from sports clubs to societies to local businesses to the university teams who will support your during your time at UoG - with lots on offer you're bound to find something that interests you - and there may even be a freebie or two!

So, get your free Welcome Fayre ticket today to kickstart the year right

Sponsored by Dominos – grab yourself a slice of pizza

The quiet hour from 10am-11am is for those who are uncomfortable with crowds and lots of noise such as students with physical access difficulties, sensory impairments, autistic spectrum disorder (ASD) and those who experience anxiety or other mental health difficulties.

18 September 2024 10:00 - 16:00

University of Gloucestershire Studen... + Follow organiser

Share

Category

Welcome/Freshers

Tags

freshers 2024 welcome 2024

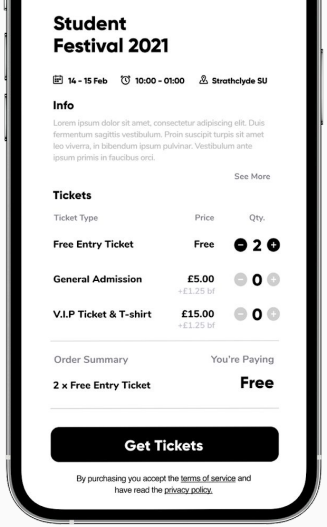
Hi. Need any help?

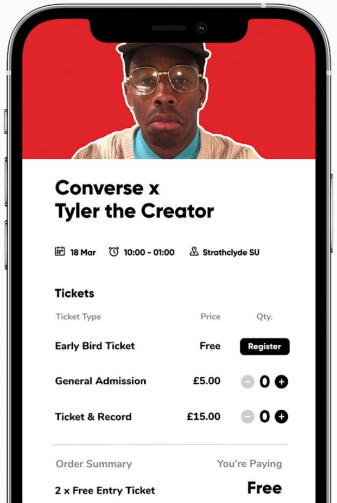
Tickets

Ticket Creation

Free or paid, ticketing is full of features to help make booking attendance to events easier and better for students. Native allows you to:

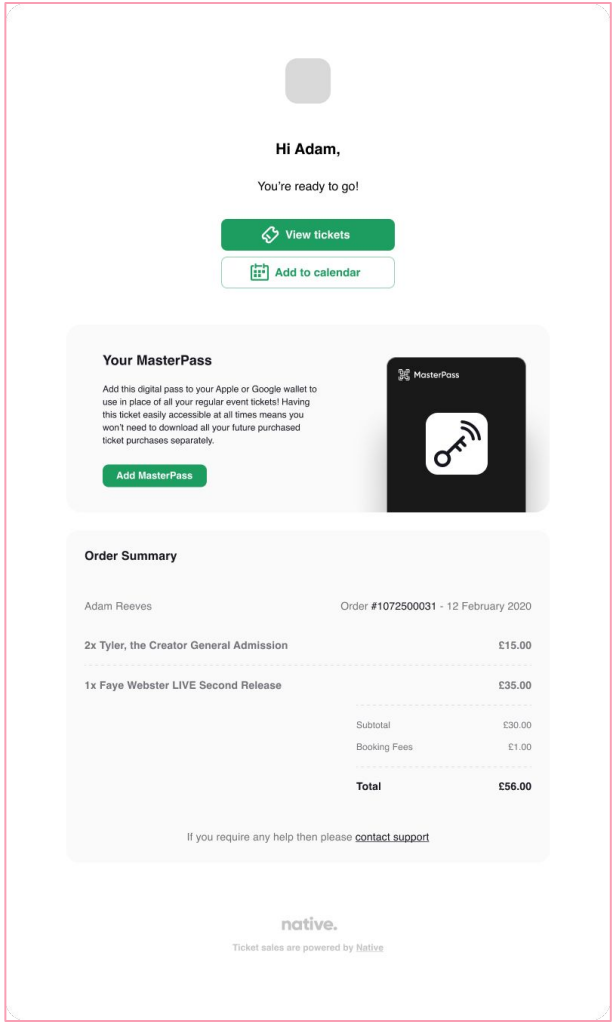
- Automate Capacity Tracking
- Add Ticket Questions
- Enable Promo Codes
- Allow Ticket Transfers
- Set Student & Member Only
- Control Ticket Visibility e.g. on sale date or sold out





Ticket Purchase

- A simple and speedy check out process for students
- Confirmation email sent to user
- Tickets also accessible via the native account
- Master Pass is a unique QR code that can be downloaded to mobile wallets



Attendance

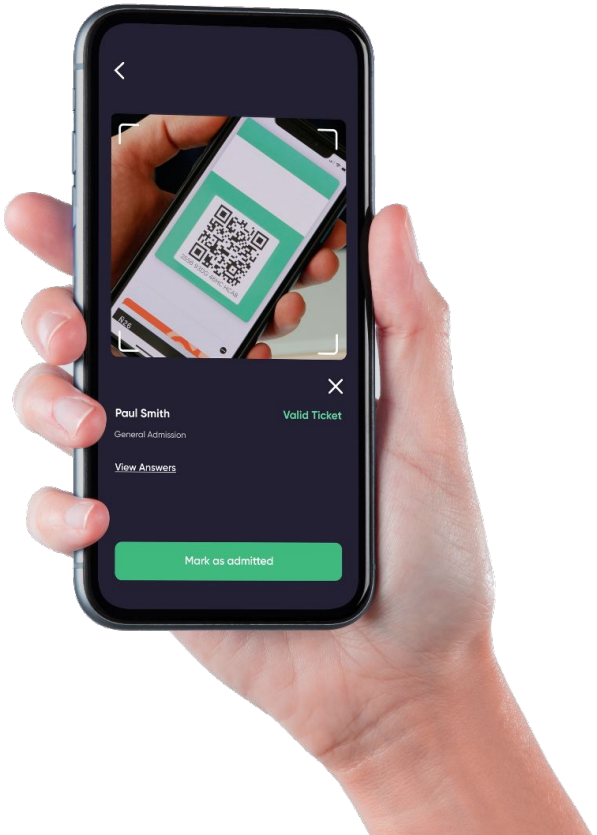
native Scanning App

Available for both iOS and Android, is a free tool that allows you to keep track of attendance at your events. You can scan tickets, see real-time attendance analytics, and record who attended after the event finishes.

Once you have activated your account, your login details will work with the scanning app!

Add to Apple Wallet

Add to Google Wallet

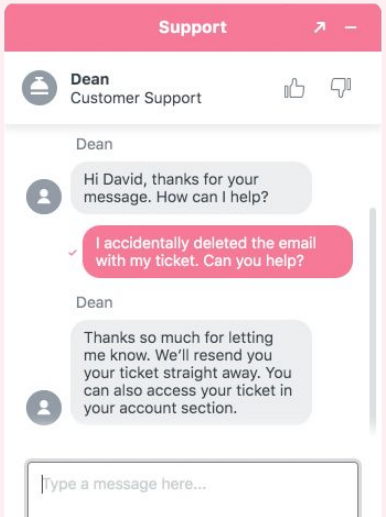


Feature Spotlight

Customer Service

We have a dedicated customer service team who provide out of hours support to students throughout welcome.

Any user can contact a member of our team via live chat or email with any queries they may have.



Chat

native.

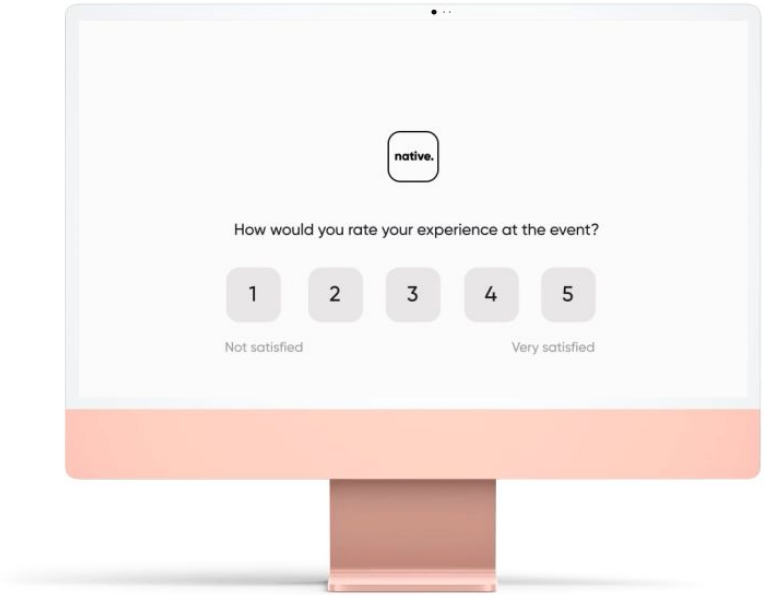
"Received a lovely email stating my issue had been sorted, great service"

"Very quick response, sorted my problem quickly & efficiently"

"Highly punctual, positive replies"

Feedback Surveys

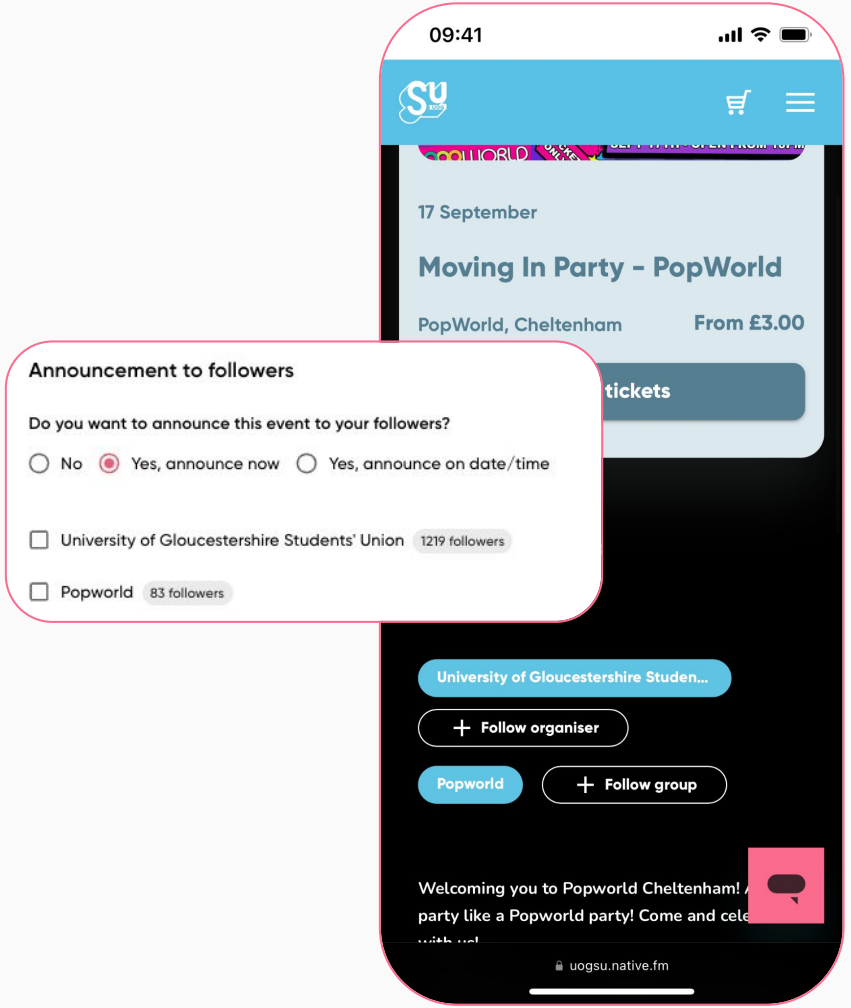
- Allow you to gather valuable insights into how students feel about the events you run.
- Set up at event creation and toggle on or off
- Delivered as automated emails, sent the morning after the event.
- They include a thank-you-for-attending message, capture a satisfaction score question in the body of the email, which also links out to a more detailed online survey.
- Survey data can then be found within the event details, where you'll be able to track metrics such as NPS score, CSAT score and reply rate as well as see all individual feedback responses.



Following

Following is a free marketing tool for you to let your followers know about events you have coming up.

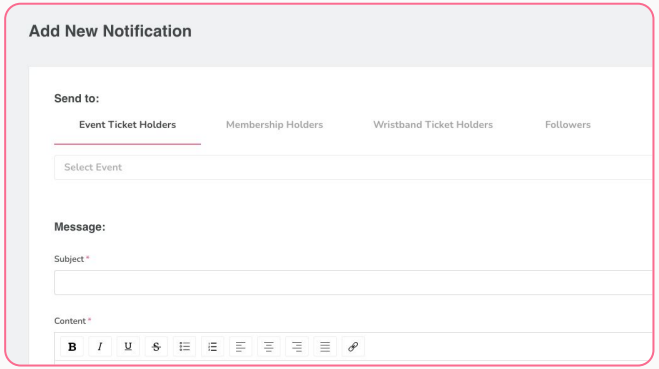
Students will always have the ability to unfollow so your followers will be your most engaged users and a group you can build during welcome to encourage loyalty.

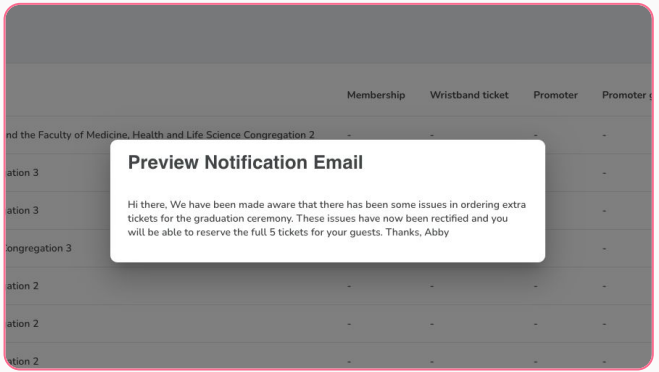


Notifications

1 **New Notification**
Customisable email to your chosen group of users

2 **Previous Notifications**
See emails sent in the past as well as who sent them



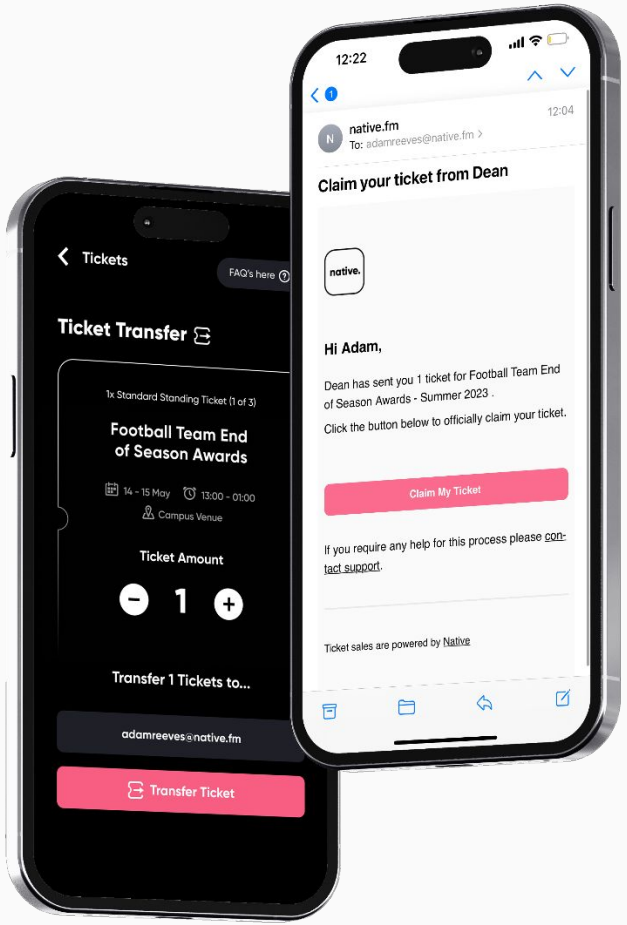


Notifications are a quick and effective way to alert your chosen group of users out of four groups about service notifications such as a location change or event entry point

Ticket Transfers

Ticket Transfer allows users to send one or more tickets to other users directly

You can select which ticket types you want to enable transfers on and also choose where or not its available (e.g. only when tickets have sold out) giving you great control over the process.

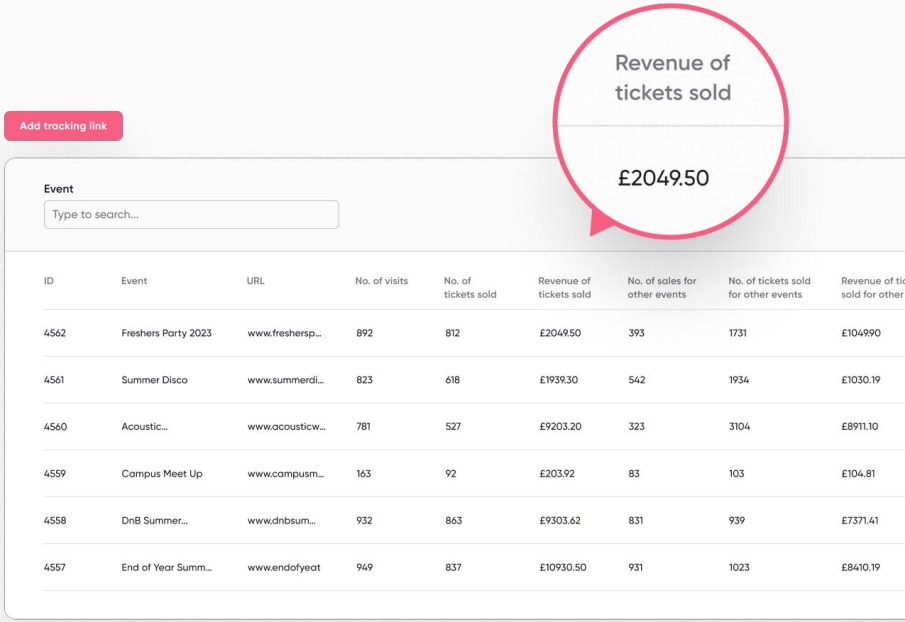


Tracking Links

It’s easier than ever before to report on the effectiveness of your promotional activity with tracking links.

For each event, you’ll be able to understand the number of visits and sales - and revenue - generated through each marketing tactic.

Tracking Links Video Tutorial



Training Links

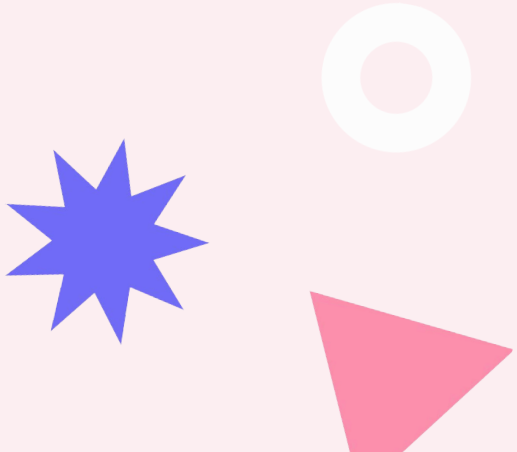
Platform Training

On-Demand Videos:

- native Platform Intro, Activation and Dashboard
- Creating Your First Event on native
- native Scanning App

Written Tutorials:

- native Knowledge Centre



Your Turn...

Competition

How to access

- Type in this web address: **https://promoters.native.fm/dashboard**
- Use these log in credentials:
  - **Email**: societyuser@native.fm
  - **Password**: training

native.
SU
UOG