



LUNCH & LEARN · PRODUCT RELEASE

What's new in Vygo, and what's next

A practical walkthrough of our latest releases, what they unlock for your team, and how institutions are already using them.

Vygo product update Three releases + Vy 45 minutes



ON THE TABLE TODAY

What's new in Vygo

A look at recent product updates designed to make student engagement easier, more targeted and less manual.

Plus a first look at **Groups**.

01

User Management

Find the cohort, see who is slipping, message them.

02

Private Programs

Invite-only, invisible to everyone else.

03

Events Management

Recurring, external, and easy to find.

04

Vy

Our AI support assistant, currently in beta.

The Connected Student Success Model



* Illustrative examples. Additional programs and initiatives could be included.

RELEASE 01

User Management

Filter cohorts, spot who needs follow-up, and act on it. No manual searching, no spreadsheets.

IN THE DEMO

Custom private tags

Filtering and cohort management

Bulk actions

Users

1,240

Total users

3,410

Total
messages

890

Total
connections

465

Total
sessions



Search by name or
email

First-Year Community ▾

At risk ×

Name

Last online

Engagement

Kate Smith

18 days ago

No sessions

Jordan Wesly

22 days ago

No sessions

Simon Kim

9 days ago

1 session

Teba Mazin

Yesterday

6 sessions

Key outcomes

01 · USER MANAGEMENT



Work at cohort level, across programs

Filter to the students you are responsible for, even when they sit in many different programs.



Private tags from your early alert list

Upload a CSV of flagged students. Only admins see the tags, and each new upload updates them.



See who is slipping

Connections, messages and sessions sit beside each name, so a student with connections but no activity stands out.



One bulk action instead of 21 emails

Message, add to a program or connect with a supporter from the same screen, then track who responds.

Key use cases

01 · USER MANAGEMENT



Early alert follow-up

Violet's early alert flags 12 at-risk students. She uploads them as red and orange tags and filters to see how each one is engaging.



Tracking a pilot

Tag the students in a pilot program so you can quickly analyse their engagement across the platform.



Checking in on a flagged cohort

Send one customised message to every tagged student. It lands in their inbox and you can follow up on replies.



Extra support for the least engaged

Select the students with the least activity and connect them with a supporter in peer mentoring.

Role architecture

Who can see whom, now that more sensitive data sits in the platform.

	Program Admin Runs one program	Support Admin Works across programs	Institutional Staff Staff, not a student
See users in their own program	Yes	Yes	Programs they join
See all students, across every program	No	Yes	No
Manage program settings and invites	Own program	All programs	No
Appears to students as a student	No	No	No

Program-level access is now scoped to the program. Institution-wide visibility is a deliberate, separate role.

RELEASE 02

Private Programs

Make a program invite-only. Only invited users can discover it, existing members keep their access, and everything inside stays private by default.

Hidden from search, browse, directory and direct links — not behind a permission error.



You've been invited to join

Career Mentoring Program

Get matched with another student to help you settle back into your studies.



Your role
Member

Decline

Accept & Continue

Key outcomes

02 · PRIVATE PROGRAMS



Visible only to who you choose

Unless a student has been invited or added, they cannot see the program.



One toggle in settings

Switch a program between public and private under Access control, and back again whenever you need.



Add students from user management

Students added by an admin get a system email telling them they have been added.



Private in Vy too

Vy will not recommend a private program to a student who does not have access to it.

Key use cases

02 · PRIVATE PROGRAMS



Back on Track

A confidential, structured program for students like Mia who are slipping. Add her, then send a bulk message explaining why.



Scholarship and small cohorts

Run programs that only a small group of students should ever see, like scholarships or staff-only programs.



Closing registrations

Open an alumni mentoring program for one month, then switch it to private once registrations are in.



Internal Vygo champions

Some universities run a private program where their Vygo champions chat and answer each other's platform questions.

RELEASE 03

Events Management

Great events build great communities. More control for hosts, and one page where students browse, see limits and register.

IN THE DEMO

Recurring events

External events

Event navigation

Custom registration questions

Custom feedback questions

Events

All

Academic

Career

WEEKLY

Peer Mentoring Circle

Thursdays · 2:00–3:00 pm

First-Year Community

Register

EXTERNAL

Industry Networking Night

Tue 12 May · 6:00 pm

Off campus · Career Mentoring

Register

4 SPOTS LEFT

Maths Skills Workshop

Fri 22 May · 10:00 am

Sydney Campus

Register

FEEDBACK OPEN

Orientation Welcome

Mon 11 May · Completed

38 attended

Leave feedback

Key outcomes

03 · EVENTS MANAGEMENT



Every event in one place

Students see events from every program they are in on one page, instead of checking program by program.



Set it up once

Recurring events cover weekly drop-ins, with capacity shown so students can see spots left.



Questions on the way in and out

Hosts set custom registration questions and feedback questions that go out after the event.



Attendance and calendars handled

Hosts mark who attended, and registered events drop into students' synced calendars.

Key use cases

03 · EVENTS MANAGEMENT



Weekly learning skills drop-ins

Run Monday drop-ins as a recurring event. Students register for the sessions they want before exams.



Library events on another system

Keep the library's own event system. Students click Visit event from Vygo, so nothing needs migrating.



Paid events

Link out to Eventbrite or a similar platform while the event still sits in the student's events page.



Measuring whether it worked

Ask about dietary needs for an alumni networking night, then ask "Did you meet a new person?" afterwards to plan the next series.

RELEASE 04 BETA

Meet Vy

Vy has two sides. One helps students navigate their support ecosystem. One helps your team dig into program data.

Grounded in your institution's own programs and your own data. In beta, and being released.

NEW FOR STUDENTS



Support Assistant

BETA

I'm struggling with my essays. Is there anything that can help?

Here are a few options that could help:

PROGRAM

Academic Writing Support

Essay planning and referencing

Join

EVENT

Essay Writing Workshop

Thu 2 Oct · 1:00 pm · Online

Register

SUPPORTER

Alex

Writing mentor · Final-year Arts

Message

Ask Vy anything...

NEW FOR ADMINS



Support Assistant

Program Insights

BETA

How has event attendance tracked this semester?

Attendance has grown each month, and no-shows have dropped from 18% in June to 9% in September.

Attendance by month

■ Attended ■ No-show



Table

PNG

CSV

Ask about your programs...

Key outcomes

04 · VY · BETA



Answers “who do I talk to?”

Students ask in their own words and get real recommendations: programs, supporters, events and resources.



Only draws on your platform

No web searches. Vy respects every permission, so private programs stay out of its answers.



Answers how-to questions

Vy is connected to the Vygo help centres, so “How do I book a session?” gets answered on the spot.



Ask your program data a question

Program Insights answers engagement questions in a chat, limited to data staff can already see.

Key use cases

04 · VY · BETA



11pm, three days before an exam

Mia tells Vy she is stressed. Vy points her to an event she is registered for, an external workshop and a peer academic support program.



Program names that don't explain themselves

A student who has no idea what Back on Track or peer mentoring means can describe what they need instead.



"Have you asked Vy?"

Platform how-to questions that used to reach your inbox get answered by Vy, for students and admins.



How engaged is Back on Track?

An admin asks, Vy shows how it defined active, and the admin can redefine it and ask again.

COMING NEXT **BETA**

Groups

Private groups inside a program, each with a supporter and its own members. Flags surface the ones that need attention.

IN THIS RELEASE

- See which groups are engaged, and which have gone quiet
- Set up and manage groups yourself, without support
- Recurring groups with attendance tracked each session

Groups

24

Active groups

3

Flagged groups

68%

Members engaged

12

Upcoming sessions

[Live groups](#)[Options](#)

Group	Supporter	Members	Last active	Status
First-Year Study Circle	AN	CN DL +2	4 days ago	Low activity No member response
Maths Drop-in Crew	SO	CS DL +8	10 days ago	Active
Engineering Buddies	—	CS DL	12 days ago	Low activity No supporter
Postgrad Writing Group	LM	—	3 months ago	No members
Alumni Mentoring Pod	DL	—	4 months ago	No members

Key outcomes

GROUPS · COMING NEXT



Every small group in one view

A groups dashboard shows all the small groups in your program and how engaged each one is.



Signals and flags

Groups that need attention are flagged, so you do not have to check each one.



Create groups faster

Admins can set up smaller groups more easily and quickly.



Attendance already tracked

Group session attendance tracking is already live for anyone running group sessions.

Key use cases

GROUPS · COMING NEXT



First-year study circles

Split a large first-year program into small circles of six, each led by a senior student.



Buddy groups by faculty

Run Engineering Buddies as separate groups and spot straight away when one is missing a supporter.



Postgrad writing groups

Set up a recurring weekly writing group and see attendance session by session.



Alumni mentoring pods

Pair a small pod of students with an alumni mentor and see when a pod has gone quiet.



Thank you

If you have any questions, contact your Partner Success Manager or email partner.success@vygoapp.com

Slides and recording will be shared with all attendees.

APPENDIX

Also shipped

Three releases that are live today. They are here if the conversation goes there, and in the follow-up either way.

A1

Roles & Permissions LIVE

Program admins see their own programs. Support admins see the whole user dashboard.

A2

Program Invites LIVE

Invite students by email straight into the right program.

A3

Bulk Message LIVE

Message a whole cohort at once, then track who responds.

APPENDIX

Roles & Permissions

Give staff the right visibility, keep staff identities accurate, and keep admin actions locked down. Without over-permissioning whole teams.

Four roles: Owner Admin, Student Support Admin, Program Admin, Institution Staff Member.

Role permissions

Student Support Admin

EDITING ROLE

Changes apply to every user with this role.

22

All permissions

8

Granted

14

Not granted

0

Untyped

View learners across all programs



Message learners in bulk



Invite users and change roles



Manage organisation settings



APPENDIX

Program **Invites**

Invite students, user or not, directly into the right program at the right time.

One link. Account created, program joined, matching questions answered.



You've been invited to join

Career Mentoring Program

Get matched with an industry mentor to help you take the next step after graduation.



Your role
Member

Decline

Accept & Continue

APPENDIX

Bulk Message

Message a cohort straight from the user list. Select a segment, write once, send.

No more chasing individual emails to follow up a cohort.

Users · First-Year Community

3 selected

☒	Kate Smith	No sessions
☒	Jordan Wesly	No sessions
☒	Simon Kim	No sessions
☐	Teba Mazin	6 sessions
☐	Ella Marsh	6 sessions

NEW MESSAGE

Hi — your supporter is running a drop-in this Thursday at 2pm. No need to book, just come along.

Send to 3 learners