

Connect25 FAQ



Have Other Questions?

Ask our staff at sales@collegenet.com

General

What is Connect25?

[Connect25](#) is a student engagement platform built natively within 25Live, not a third-party integration or a converted product. Events created in Connect25 appear in 25Live in real time, and organization data flows in both directions.

Is it just for student organizations?

No. Departments, staff organizations, and campus offices can all be configured in Connect25 via 25Live Master Definitions. Access is granted through the existing "Access to Connect25" [functional security setting](#).

Can students submit events in both 25Live and Connect25?

It is best to avoid that. Connect25 is the intended student entry point, and student access to 25Live can be scoped or removed entirely via Functional Level Security, ensuring everything flows through Connect25 workflows.

Is it accessible on mobile?

Yes. It is available in a browser on any device, as well as through the [25Live app](#) on iOS and Android.

25Live Integration

How does the 25Live connection work?

Because both platforms share the same database, everything is instant with no sync jobs and no lag. Connect25 uses your existing SSO and role-based permissions. Updates to organizations or events on either side are reflected in the other automatically. Canceled events in 25Live will not display in Connect25, status changes flow through, and approvals are mirrored in both platforms.

Where does security live: Connect25 or 25Live?

25Live [Group Administration](#) handles baseline functional security/object security. Connect25 layers organization-specific role [permissions](#) on top, so a student officer can have editing rights on their organization without requiring broader 25Live access.

Does a Connect25 approval automatically assign a space in 25Live?

Only if the workflow is configured that way, as it is fully customizable. Approvers can also act on tasks from either platform without switching back and forth.

Workflow & Approvals

How flexible are the approval workflows?

Very flexible. You can have as many stages as your process requires, each with its own approver or approval group. A Student Life approval, a space approval, and a resource approval can all be separate stages. Answers to form questions can also trigger different routing or skip stages entirely, so one [workflow](#) can handle a wide range of scenarios.

Can students see where their request is?

Yes. Students can [track submission status](#) in Connect25, which addresses one of the most common pain points with older platforms.

Can one workflow handle new registration and annual re-registration?

Yes. Re-registration forms pre-populate with existing organization data, and only changed fields are updated.

Organization Management

Can organization status automatically limit what a group can do?

Yes. Statuses such as probation or pending re-registration can map to permission sets that automatically restrict event requests or feature access. No manual cross-referencing is needed.

How does roster management work?

Organization data carries over from year to year with no need to start from scratch. Students can be bulk-imported via the Data Import Tool, and officers manage rosters directly within Connect25. Users can also belong to multiple organizations simultaneously.

Events & Attendance

Does Connect25 track attendance?

Yes. [Check-in](#) supports QR code scanning and card swiping, and attendance data is exportable. [Every event](#) also receives a unique QR code and URL that can be placed on flyers or external sites.

Is there a public calendar?

Yes. A public-facing, filterable event feed is available that does not require a login. It can include events, organization listings, and news.

Can non-organization students submit requests?

Yes. [Form access](#) is configurable by user status, organization role, or security group and is not limited to

organization members.

Forms

Can we use our existing 25Live event forms?

Yes. 25Live [forms](#) embed directly into Connect25 with Event Form Rules intact, so no rebuilding is required. Access is controlled by security group so the right forms reach the right users.

Can form access be restricted by role?

Yes, by user status, organization role, 25Live security group, or other conditions. You can create as many [forms](#) as needed for different scenarios.

Is there AI in the form builder?

Yes. An [AI form builder](#) generates forms and workflows from plain-language prompts, and an AI form editor helps refine existing ones.

Security & Permissions

Can features like chat or badges be turned off?

Yes. [Functional-security-controlled features](#) like chat are managed by security group. Badges are fully optional, and only what you configure will be awarded. [Permissions](#) can be set at the security group level, per organization, or tied to organization status.

Can students have admin-level access?

Yes. Student government officers and similar roles can be granted elevated [permissions](#) via security group or organization-level role. Full admin access is also available if needed.

Reporting & Data Access

What reporting is built in?

Organization activity, event attendance, demographics, and low-activity flags are [all configurable and exportable](#) as CSV or Excel. Data can also be pushed to Power BI or other BI tools via HTTP Workflow Actions and the Webservices API.

Can data sync bi-directionally with a SIS?

Yes. Outbound sync is available via HTTP Workflow Actions; inbound sync is handled via the Webservices API on a scheduled interval.

Budgets & Financial Approval

How does budget approval work?

[Requests](#) go through My Workflow, where [approvers](#) receive in-app notifications and can approve or deny. Please note that fund transfers are not handled natively. Connect25 tracks and authorizes spending requests; actual fund movement takes place outside the platform. Budget data is exportable as Excel.

Communication

What communication tools are built in?

Bulk [email](#) to organization members or event registrants, automated emails, and built-in [chat](#) with push notifications. Chat access is controlled by functional security and can be enabled or disabled by security group.

Student Engagement (Badges, Service Hours, & Elections)

How do badges work?

[Badges](#) are awarded based on [admin-configured criteria](#), and only what you set up will be used.

How do service hours work?

Students [log service hours](#) and submit them for approval; officers and administrators can [approve submissions](#), and data flows into engagement reports.

Does Connect25 support elections?

Yes. Both organization-scoped and campus-wide [elections](#) are supported, with [voting and nomination workflows](#) included.
