

# Admissions: Live Chat

## ES\_AD\_AD\_80

Responsible Officer  
Sandeep Gopalan  
Responsible Office  
Enrollment Services  
Approving Body  
Board of Trustees  
Approval Date  
2019-06  
Last Revision  
2019-06  
Re-evaluation Date  
2020  
Departmental Impact  
Enrollment Services

### **Policy Statement**

Enrollment Services will have an agent to interact with live chat prospects as available.

### **Policy Procedures**

Enrollment services staff who is on the front desk should login as a live chat agent and engage with live chat prospects, as available.