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.