

Give Admissions Transfer Advisors the ability to text students to answer questions regarding their admission status and/or reminders of upcoming appointments.

CURRENT CHALLENGE:

Admissions Transfer Advisors responding to student phone calls and questions regarding their admissions status and constantly playing phone tag, which clogs up our phones with messages and repetitive phone calls to the same students.

PROPOSED SOLUTION:

Have the capability of texting the student. Most students are on social media and usually are quicker to respond and view text messages as opposed to answering and responding to phone calls. I have seen where Dr.s offices and Dentist offices have the ability to text patients reminders of upcoming appointments.

BENEFITS TO FRESNO STATE:

The time spent listening to phone messages and trying to respond to these phone calls can be better spent working on the students files to update their information and to evaluate for admissions to the University. During the Fall term the workload is a very heavy and it is a busy time, with deadlines that need to be met, as students need to be ready to attend the mandatory Dog Days orientation.

ADDITIONAL INFORMATION: