

# Student Advisory Council

February 3, 2022

When you think about day to day living, what kind of experiences are you looking for when it comes to things like banking, shopping, customer service/product support, etc.?

# Enrollment Experience

You have just learned about Vermont State University, and you have requested more information? What kind of experience would you expect?

# Enrollment Experience Scenario A

- A. You receive a personalized auto-response (**text or email**) acknowledging your inquiry form with a link to an online Q&A and a chat bot that can function as your step-by-step guide through the admission and enrollment process. There are options to chat with a live person during published hours who can help you when you are not able to get the information you need from the bot. Examples of the information you could access is listed below:
- 1) Answer all your general questions about Vermont State University.
  - 2) Assist you through the admission process.
  - 3) Financial aid information.
  - 4) Cost of attendance information.
  - 5) Assist you with the transition to becoming a student including how and when to access. academic advising, course registration, and signing up for campus housing.
  - 6) Will refer you as needed to other departments to answer more specific questions you may have.

# Enrollment Experience Scenario B

B. You receive a personalized response (**phone call or email**) acknowledging your interest from an enrollment specialist who introduces themselves to you as your point of contact along the entire journey up to enrollment. They share email, phone (call and text options), and video contact information with you and can help you with the following:

- 1) Answer all your general questions about Vermont State University.
- 2) Assist you through the admission process.
- 3) Apply for and explain your financial aid.
- 4) Review cost of attendance information with you.
- 5) Assist you with the transition to becoming a student including how and when to access academic advising, course registration, and signing up for campus housing.
- 6) Will refer you as needed to other departments to answer more specific questions you may have.

# Enrollment Experience Scenario C

C. You receive a personalized response (**call or email**) acknowledging your interest from an admission counselor who introduces themselves to you as your point of contact along the entire journey up to enrollment. They share email, phone (call and text options), and video contact information with you and can help you with the following:

- 1) Answer all your general questions about Vermont State University.
- 2) Assist you through the admission process
- 3) Serves as your liaison to academic advising, course registration and other campus services including signing up for campus housing.
- 4) Will refer you as needed to other departments to answer more specific questions you may have.

After gaining admission to Vermont State University You receive an additional personalized response from someone in the financial aid and billing office who introduces themselves to you as your point of contact for all things financial aid and billing. They share email, phone (call and text options), and video contact information with you and can help you with the following:

- 1) Apply for and explain your financial aid.
- 2) Review cost of attendance information with you.

After responding to these scenarios through the lens of your current status as a student...would you answer differently if you were a \_\_\_\_\_?

- Graduate student
- Part-time student working a full-time job
- Student taking 1 class for professional development?

# Service Models: Other Student Support Experiences

- Annual Financial Aid process for returning students
- Tech support for devices and software
- Library reference and support
- Questions about student billing