



# Higher Education Call Center Support Services

## Knowledge and Efficiency with a Smile

Windham draws our call center expertise from working with hundreds of higher education institutions and interacting with millions of students and parents every year.

Our call center support services are student-focused and center on protecting the public image of your institution through positive interactions. Our prompt, courteous, and knowledgeable staff helps drive student satisfaction and success by minimizing confusion with clear answers to questions and quickly resolving concerns.

### We can help with:

- + Inbound call support for year-round or peak season only
- + Outbound call messaging (informational calls to students to alert of time or date-sensitive action items)
- + Email Support

## Our Solutions Emphasize:

- + One call resolution to reduce repeat call volume
- + No monthly maintenance or start-up costs
- + Customization to fit your school's specific needs and service goals
- + Title IV and FERPA compliance
- + Flexible call pricing models to support schools of all sizes and budgets
- + Advanced technology to easily connect with your systems
- + 100% call recording and enhanced call monitoring for quality assurance
- + Core compliance and client-specific training
- + Comprehensive reporting for deeper insights to improve processes

## Departments Serviced:

- + Admissions
- + Business Office
- + Financial Aid
- + Registrar

