

Higher Education Applications

Toshiba's IVR offers advanced solutions that enable colleges and universities to automate routine processes and provide flexible, efficient services. With Toshiba IVR, students can access information and complete administrative functions 24 hours-a-day, 7 days-a-week, from anywhere. Toshiba IVR will reduce the campus operating expenses, improve efficiency and enable the administrative personnel to focus on serving students who require individual attention.

Toshiba IVR is ideal for these higher education applications:

- ◆ Class Registration
- ◆ Student Housing Registration
- ◆ Financial Aid Hotline
- ◆ Progress Report Hotline
- ◆ Building Maintenance

Class Registration

Register for Classes over the Phone

Toshiba IVR simplifies the traditionally cumbersome, time-consuming, labor-intensive class registration process. Students can call the IVR system at a pre-defined time during the admission/pre-registration period. A caller enters his/her Student ID and PIN numbers, and the IVR system guides the student through the entire registration process, using a telephone-registration worksheet form the institution would include in printed class schedules.

The IVR system enables a student to submit multiple class preferences (first choice, alternate choice), select prerequisite courses, add or drop classes, plus find out the balance he/she owes for registration and fee-payment options. The IVR system can even process students' credit-card payments over the phone.

Student Housing Registration

Simplify Student Housing Registration and Administration

By using an automated protocol similar to the class-registration system, Toshiba IVR can ease the student housing/dormitory allocation and registration process. The system automatically evaluates the housing-registration database fields and other factors, then assigns housing based on the school's pre-determined priorities.

The system also automatically keeps track of waiting lists, processes students' lease/rent payments by credit

card and monitor all students' payments each month. This enables the staff to perform more critical management activities, maximizing their productivity.

Financial Aid Hotline

Apply for Financial Aid over the Phone

When a student calls the IVR system to apply for financial aid, the system compares student criteria stored in the database with the available financial-aid programs, then guides the student through the application process for the program that's most appropriate for him/her.

The IVR system can also help keep the bottom line healthy by automatically calling students to remind them about payment due dates. Plus, the system can accept payments over the phone, based on the school's preferred payment methods.

Progress Report Hotline

Provide Secure Access to Student Grades by Phone

Toshiba IVR makes it easy for students and parents to obtain the student's class grades, GPA and specific test scores for the current school year and/or cumulative totals (depending on preferences) - all by making a simple phone call to the IVR system. This sensitive information can be provided only when a caller enters his/her Student ID number, assuring maximum security.

Building Maintenance

Dispatch Maintenance Personnel Automatically

The Toshiba IVR system is ideal for efficiently resolving problems with water leaks, heating/cooling systems, laundry equipment, elevators, security systems, etc. When a staff member or dormitory tenant calls to report a problem, the IVR system searches the database to find the most appropriate maintenance personnel, then calls their pagers and/or phones to dispatch them to the problem area.

These are just a few examples of how the Toshiba IVR system can improve both customer service and the college/university's bottom line. There are many other ways Toshiba IVR can benefit an organization.

Contact your Toshiba IVR Regional Sales Manager for more assistance in providing your customers with a complete analysis of their business requirements and to learn more about how they can use Toshiba IVR to meet their specific needs.