Title: Re-Engineering the 9-5 Communication Cycle

Responsible Unit: The Registrar

Our students, parents, faculty, staff, alumni and community members expect relevant answers, help, and advice, anytime, anywhere and on the device of their choice.

With a goal of reducing call and e-mail volume by 30%, we seek to enhance our service to constituencies through the use of ChatBot technology, delivering answers on demand 24 hours, 7 days a week. ChatBot technology provides accurate answers and referrals in less than one minute by mimicking conversations with people using machine learning and artificial intelligence. Machine learning is a type of artificial intelligence that gives the ability for a computer to learn without being explicitly programmed, and artificial intelligence is the theory and development of computer systems able to perform tasks intelligently similar to a human.

The Registrar’s Office will pilot this technology for possible consideration by other high demand offices such as Financial Aid, Student Accounts, and Admissions.