

Answering Counseling Main Phone Line

Monday, July 6, 2020

,

Francisco is working with IT as of this morning to set up 10 staff members to answer their main line X4380. This will be an increase of 8 staff. This should help with all those dropped calls in Counseling.

The counselors are also answering their extensions and have been inundated with students answering “Quick Questions” during the fall registration period. This is a period where we take very few individual appointments so we can counsel more students through the registration process and assists them with scheduling their fall schedule.

Basically, they have two services going. One, Drop-in, where their serving students via phone. Second, Face to Face via Cranium Café. The Cranium Café student come through the counseling website and counselors come on a live screen to help them. According to Francisco, counselors have been on it this morning!