

Ensure excellence and expertise in your student support process with a partner focused on higher education.



**Are you giving the right level of support to your incoming calls? Our Student Service Desk allows our staff to focus on incoming calls so your staff can focus on student walk-ins, administrative processes, and improving productivity -- all while improving the caller's experience.**

Heartland ECSI has over 40 years of experience focused specifically on the higher education community. We understand students and their need for fast and accurate information. Our Student Service Desk allows your institution to streamline administrative processes, improve productivity, lower operating costs, and improve the student's experience.

Since student service directly correlates to larger enrollment and higher retention rates -- this means more money for your school.

Our flexible, cloud-based telephone technology, combined with our experienced, dedicated Student Service Desk staff, allows us to manage your calls according to your unique needs. Our emphasis on training, call scripting, call flow processes, and call routing procedures ensures that your school's requirements will be met while providing a superior experience for the caller.

## Why Heartland ECSI?

Heartland ECSI's Student Service Desk provides inbound and outbound call support specifically tailored to colleges and universities. We specialize in providing support for Student Services and Financial Aid Departments for the following call types:

- Billing
- Statements
- Payment Plans
- Refunds
- Special Fees
- Financial Aid
- Escalation



### **Scalability of Staff**

Heartland ECSI manages incoming Tier 1 and Tier 2 call support, as well as outbound call support, allowing you to be scalable using call volume provisioning. Not only do we focus on providing support for Student Services and Financial Aid Departments, we can assist with student lead generation, call overflow, and standard outbound calling.



### **Highest Level of Student Satisfaction**

Heartland ECSI is solely focused on the higher education industry. Through the use of trained and experienced staff, we deliver the highest level of student satisfaction. How do we know this? We manage all of our support services to meet world-class customer service guidelines along with providing student satisfaction survey options for each call.



### **Increased Enrollment and Retention Rates**

Did you know that student service directly correlates to larger enrollment and higher retention rates? It's true. According to several independent studies, students expect a quality education and a quality educational environment that provides efficient and effective student support services. Satisfied students means more tuition for your school.



### **Incorporating the Right Tools and Training**

We offer tools that are crucial to ensuring your students are receiving service they expect -- such as dedicated toll-free numbers, interactive voice responses, and live human interaction scripting. Our emphasis on training, call scripting, call flow processes, and call routing ensures that your school's requirements are met while providing a superior experience for the caller.



### **Comprehensive Call Management Reports**

Our flexible, cloud-based telephony system allows us to provide comprehensive call reporting and dispositions. This includes reporting such as total calls received, average answer time, average talk time, and detailed call dispositions. Additionally, we perform quality control activities to monitor call quality and student service levels.



To learn more about our **OutSourceSelect<sup>SM</sup> Solution**, or to set up a demonstration, contact the Heartland ECSI Sales Team at [Sales@ecsi.net](mailto:Sales@ecsi.net).