

Can students and parents reach you when they need to? Does your institution have the infrastructure and resources to answer their questions and make their interactions as effective and informative as possible?



Comprehensive Multi-channel Communications Support

The Right Partner

CMD Outsourcing Solutions is a highly specialized contact resolution center. We partner with colleges and universities to provide critical and ongoing communications support across multiple administrative campus offices, empowering schools to develop stronger relationships with their students and parents.

Our comprehensive approach to student support positively impacts your critical success measures, including retention, completion, engagement, and overall student satisfaction. Plus, our detailed reporting helps you understand exactly why and where your students' questions originate and the best approach for addressing them.

The Right Channels

Focusing only on the call center aspect of student support misses your biggest issue and opportunity: what's driving student inquiries and what can be done to eliminate these drivers or push them to other more cost-effective communication methods.

Our multi-channel solutions result in lower call volumes and costs. We offer inbound call programs as well as email, live chat, outbound phone campaigns, voice blasts, and innovative technology options such as online, interactive modules.

ONE STOP, CAMPUS-WIDE SOLUTIONS

Financial Aid

- Verification and FAFSA Status Support
- Financial Aid Status Support
- Processing Acceleration
- Scholarship and Loan Support

Bursar/Student Accounts

- Billing Support and Clarification
- Payment Plan Assistance
- Outstanding Tuition Balance Resolution

Admissions

- Targeted Applicant Outreach and Follow Up
- Inbound Call Support for Applicant Inquiries
- Improvement in Retention and Engagement

Registration

- Transcript Request Assistance
- Registration Hold Resolution

Housing

- Deposit Assistance
- Room Assignments



Higher Education Call Center Communications Solutions

Innovative Customer Service Solutions for Higher Education

CMD Outsourcing Solutions is your comprehensive communications solution for the departments that handle the majority of your student interactions. We overcome the obstacles presented by seasonal fluctuations in student inquiries as well as by limited personnel and resources, allowing for real conversations that bring students, and their parents, greater satisfaction with their higher education experience.

Partnering with us, you'll reinforce and strengthen your school's image while dramatically increasing your service levels at every interaction.

Provide World-Class Service Levels with Multi-channel, Multi-departmental Support

Managing fluctuating levels of student inquiries from multiple sources —phone, email, Internet —can be daunting. We can help you significantly improve your school's overall service and response times; our outsourced support delivers increased service and excellent First Call Resolution Rates, across communication channels and departments.

Our customized, cost-effective services integrate seamlessly with your current administrative processes and complement your existing level of student support, further eliminating student and parent confusion and complaints, as well as the number of inquiries you receive.

Enhance your Service Delivery with Our Dedicated, Experienced Staff

We are the industry leader in higher education student communications support. Our staff receives extensive training on the specific policies and procedures of each school we service, and our experience and dedication helps ensure the specific needs of our clients and those they serve are met appropriately. Additionally, our staff is experienced in every major Student Information System (SIS) and can update these systems with every interaction.

Improve Your Administrative Processes with Detailed Reporting

Effectively answering an inquiry is only half the battle; knowing why (and how) they contact you is a critical component of any student support program. Our detailed reporting collects and tracks the reasons for and the frequency of all contacts, allowing you to pinpoint the source of a problem or confusion. Once identified, we'll work with you to correct it and implement any necessary policy and process changes.

Ensure Compliance with Privacy Regulations

We understand and appreciate the need for confidentiality of student and school information. Our systems and our documented procedures ensure the safety and security of your protected information at all times. This includes strict adherence to all privacy regulations, including FERPA.