UNIVERSITY CALL CENTER

MARCH 16, 2017
WHO WE ARE

• Established- 2008

• Staffing- 6 full-time, 1 student temp, and 2 work study students

• Location- Cone Center, rm. 311
WHAT WE DO

• 130,000 calls annually

• Offices Serviced: Undergraduate Admissions, Graduate Admissions, Office of the Registrar, Financial Aid, Student Accounts, SOAR, and the Main University line

• Tier 1 calls

• 45% of calls completed without transfer

• Health Center bi-annual call outs for immunization requirements
HOW WE FIND OUR INFORMATION

• University Online Directory (on-campus employees)

• What if the information is not updated?
  • Cannot transfer the call
  • Utilize the main department number

• Desktop Directory
  • Please notify us of any changes to department contact information
  • Include the location of your office (i.e. building and room number)
  • Departments, please update your websites
ADDITIONAL FACTS

• University Call Center maintains:
  • Inclement Weather Hotline x1900
  • Office recordings for the Enrollment Management Offices
    • Health Center
    • Student Accounts
CALL CENTER EMPLOYEES

• Manager- Chris Garcia 704-687-8977

• Representatives:
  • Helen Smith 704-687-8122
  • Krystle Hammac 704-687-8622
  • Candace Jacobs 704-687-8622
  • Margo McManus 704-687-8622
  • Kitty Lynch 704-687-8622
UPCOMING NEWS

• Call Center will become part of Niner Central
  • Same functions
  • More in-depth knowledge base to better assist callers and campus offices
CURIOUS INQUIRIES

• Can I donate my body to science at your university?
• Can I get my tooth pulled or any dental work done at your university?
• Can I fish in your lakes?