

Automated Outreach for Higher Education: Engage Students in Time to Make a Difference with Scaller™

What if you could ensure more communication with students, better-informed staff and more successful retention programs?



The Scaller service automatically calls students by telephone to collect and deliver essential information in support of their academic success. Scaller is a cost-effective way for colleges and universities to engage more effectively with students.

Scaller makes it possible for you.

By automating student outreach and engagement, Scaller solves many of the challenges faced in higher education today with:

- Timely capture of support requirements and areas of need, regardless of student demographics
- Immediate results with identification of students in need of intervention, so they can be addressed in time to make a difference
- Efficient resource allocation in areas where need is highest
- Status trending for effective management of student retention programs

Scaller is an interactive voice response system (IVRS) developed for higher education.

Scaller makes student engagement achievable, so limited skilled resources can be put to best use:

- Increase student awareness of programs and resources available to them
- Provide a measuring tool on the effectiveness of specific programs and initiatives
- Empower faculty to proactively address the needs of students

This automated process has been designed with direction from academic administrators in response to their request for improved in commitment from students and staff.

Scaller makes it easy for colleges and universities to deliver personalized messages and collect valuable feedback from entire populations of students and faculty.

Students enjoy this direct link to their educational institution, and the feeling of extra support and control over their academic futures.

Scaller is a plug-and-play system that integrates easily into existing phone systems.

The system can be hosted by Vocantas, or reside on-site at the educational facility. It's easy-to-use computer interface can interact with your database directly to make call processing simple and timely.

Scaller strictly adheres to privacy policies in both Canada and the U.S., ensuring that data is kept secure and that only the appropriate resources have access to private student information.

Features:

Benefits:

The intuitive Voice User Interface using Speech Recognition or touch-tone (DTMF) makes it simple to use regardless of your students' demographics.



More than 95% of students who have been contacted by the system complete the entire call and 80% use the opportunity to identify the need for help in at least one area.

You can change administration and configuration settings securely from your PC using Windows® Internet Explorer—there is no need for a special console.



Integration with existing systems makes Scaller a significant asset to your institution, with no increase in workload for those who manage it.

Scalable to perform thousands of calls per day. Cost-effective solution to reach out and engage entire populations in a timely manner.



Scaller can help your organization achieve its best practices goals by increasing retention rates and monitoring student and staff satisfaction.

A fully customizable solution that can be used in many different academic settings. Annual surveys can be compared for quality benchmarking and reporting.



This proactive approach can reduce re-admissions, ED visits, length of stay, and other secondary treatment costs. You can gain important statistics on patient satisfaction to improve policies and procedures.

An added benefit of Scaller is the opportunity to confirm student contact information and update their records.



This helps to ensure that the college or university is able to effectively contact students in the event of any emergencies.

Detailed, customizable reports allow you to drill-down, review and analyze call history and student responses.



You can quickly identify trends and issues, which enables your organization to maintain accurate records for audit and review processes.

Fully automated data import and/or manual entry of student data fields makes it easy for your team to add student information. Administrators can change access rights for multiple users.



Strictly adheres to privacy policies in both Canada and the U.S., ensuring that student data is kept secure and that only the appropriate resources have access to private information.

Optional *Watch Dog* self-monitoring service can be made available.



This remote monitoring option ensures that the Scaller system is operational at all times—with no burden to your IT department.

Vocantas is a developer of interactive voice response systems (IVRS) that use advanced computer telephony and speech technology to provide its customers with cost-effective customer outreach solutions.

With over a decade of experience, the company's easy-to-use, turn-key solutions offer customizable core features and optional enhancements that integrate seamlessly with existing systems. Its products have particular application in the education, healthcare, utilities and customer service environments where they have been proven to increase efficiencies while minimizing operational costs.

For more information, contact us today at 877.271.8853 or info@vocantas.com