

Student Response Center

EdQA (www.edqa.com), a leader in Student Response Center technologies, offers a central platform to actively manage all inbound and outbound student communication over any media type. EdQA uses a full outbound communication center to alert or notify students through email or text messaging; a dynamic knowledgebase of information to answer all incoming student questions; and, a comprehensive workflow engine to route, prioritize and expedite incoming student queries, messages or service requests. With EdQA, administrators can even conduct student surveys to capture feedback.

EdQA's Student Response Center is **accessible** to both students and administrators in person, by phone, web or email; **specific** to meet the needs of each academic department; **centralized** to provide a complete view of all student interaction; and, assisted by optional **live support** agents that can handle student services during high volume or off-hour periods. Often schools use EdQA for internal support as well as student support. The main EdQA components manage:

Alerts to rapidly notify students about emergency events or regular school news via text messages and email.

Information: to answer student questions quickly by showing top questions, allowing question search or permitting questions to be asked. New answers are added to a knowledgebase so that information stays current.

Messages: to capture and track student communication around any topic to quickly and thoroughly respond.

Service: to capture, route, manage, search and report on all service requests: inception through completion.

Surveys: to create and administer surveys to collect ongoing feedback from students, faculty or staff.

EdQA's hosted system can easily integrate with, and be customized to look like, any school's website. Administrators connect to EdQA's Response Center through a web browser to manage alerts, questions, messages or service requests.



The Results Are Proven

Over the past year, over 20 academic institutions have adopted EdQA's platform to serve a wide range of student populations. Central Arizona College, Los Angeles City College, College of the Rockies, Nicolet College and Thomas Rivers University are all EdQA customers. EdQA is available worldwide in ten different languages.

The Benefits Are Real

Academic Institutions use EdQA to provide comprehensive, multichannel service and gain a consolidated view of servicing: by department or by student. This streamlines all request handling, lowers workloads and reduces calls.

Meanwhile, **Student, Faculty and Staff** obtain 24/7 access to a single source of institutional information with updates on all their questions, requests and input – eliminating the confusion of being managed across departments.

The Solution Is Affordable

Designed to meet your budget constraints, Our EdQA service offers unlimited use licenses starting at a few hundred dollars a month. EdQA administration requires only internet access. There is no hardware to buy or complex software to learn.

**Please Call Us
For An Online Demo
630-985-1300**

EdQA Student View

College of New Webster

Ask College of New Webster

2 Find Answers
Find answers, by entering a phrase, word or question
Search for:

3 Ask Us a Question / Send Us a Message
Email us a question – or send us a message

4 Make A Service Request
Request a Service (Order a transcript etc.)

5 My College of New Webster
Login here to check status of your all your requests
E-mail address

1 Most Frequently Asked Questions

#	Description	Category
1)	Are classes postponed due to the Snow Alert?	Classes
2)	Where can students park while the Snow Alert is in effect?	Campus
3)	How do I obtain a campus vehicle sticker	Administration
4)	Do I need insurance if I am covered by my parents' plan?	Insurance
5)	How do I change my mailing address?	Administration
6)	How do I connect to the internet using dialup?	Technology
7)	Can I change the way my name is displayed on the diploma?	Graduation
8)	I can't get into a class. What do I do?	Registration

Announcements
SNOW ALERT

Check Your Text Messages
[More Information](#)

Register for one of our [Monthly Information Sessions](#)

Welcome from the Dean of the [Westleigh School of Business](#)

Download the New Webster Science Program [Brochure](#)

Our college-wide newsletter is now available. [Register Here.](#)

OVERVIEW

EdQA looks like your website. Your staff uses it through a browser to handle phone or walk-in requests. Students get information or service through your website. EdQA tailors itself for each department, but reports across all departments. EdQA also can be used to support internal schoolwork processing and activities. EdQA supports 10 different languages.

- 1 Top Frequently Asked Questions give quick answers.
- 2 If the top FAQ's do not help, Find An Answer.
- 3 If still need an answer, Ask A Question. EdQA checks its Knowledgebase for the answer. If not there, it routes the question to the correct person. Students get a confirmation email and later the answer. Answers are added to the growing Knowledgebase for future use. Students can also log into this area to send a message or report something.
- 4 Initiate Service Requests (for computer help, library resources, records, network support, courses, etc.).
- 5 Students can Login to check their status on answers, messages or service requests.
- 6 School staff can capture student registration (or use existing registration) to setup student alerts,

EdQA Administration View

OVERVIEW

Administration screens use a familiar **Dashboard Layout** that staff and call centers access to handle requests for information and service. Staff can access a wide variety of information and work management tools to help them manage their work.

- 1 Rules and time triggers route work using status and priority.
- 2 Can view student profile **Details** and contact **History**.
- 3 Contact history color-codes and sorts student dialogues
- 4 Can include pre-stored notes, attachments, document or links in any response
- 5 After answering a question, staff can allow the public to see the Q&A. Staff can also force the Q&A into the top list of questions on the website

Browse W000552-060606 – Indicates new question for School Go To ▾ Preferences ▾ Help Logout

Details Additional info Attachments (0) Notes History Student Details Student History

4

2

Summary of Question
This is a summary of the question. Transcripts

Original Question
This is the incoming Student Question:
How long is a transcript report good for?

Communications

Date	From
On 6/6/2006 3:04:00 PM, School Administrator wrote:	From Student
This is where school staff answers the question.....	
On 6/6/2006 1:56:24 PM, Student John Doe wrote:	From Student
How long is a transcript report good for?	
On 6/1/2006 5:59:22 PM, School Administrator wrote:	Note to File
Set aside transcript form for John Doe. Set Follow-up in 10 days	
On 6/1/2006 5:57:25 PM, School Administrator wrote:	From School
You can request of a transcript online (click this link) or pick up a form	
On 6/1/2006 4:55:20 PM, Student John Doe wrote:	From Student
How do I obtain a transcript?	

Reference No
W000552-060606

Created By
School Administrator

Create Date
6/1/2006 4:55:20 PM

Update Date
6/6/2006 3:04:00 PM

Status
New

Priority
Medium

FAQ/Issues
Test MultipleA
Filter B
(not specified)

1

3

5

Visibility
Public

Start Date
6/1/2006

End Date
7/1/2006

Forced To Top