New College Wide Call Center
HCC Live Information 24/7

“HCC Live Information 24/7” is the name of the college wide call center that will connect students, staff and faculty with direct assistance with financial aid, admissions, financial services, distance learning, general operator services and the technology/distance learning help desk. The planned start date is July 1. The call center will involve more than just phone contacts. Students will have the ability to receive assistance via live chat, and e-mail. Additionally this service improves the student services website by providing an enhanced knowledge base of FAQs.

Financial Aid

The District Financial Aid Office has successfully tested and implemented an auto packaging process for the major institutional need based scholarship programs (Hispanic Needs, HCC Needs, African American Needs and Asian Needs). For our students, this process change means that they will no longer have to complete a paper scholarship application and submit it to their campus financial aid office. It also means that students will have much more advanced notice of their awards than in previous years, allowing them better opportunities to plan for any balances due.

For the campus staff, it means that they will no longer have to check individual student eligibility manually, put packets together to send to District to recheck everything and then manually award the students.

These scholarships will now be awarded to students on a first-come, first-served basis (based on file complete dates) while letting Datatel do all of the same checking of criteria that staff were doing manually. In the first run of students, there were 765 students awarded these scholarships with a total of $763,150 being awarded to students.

Student Fee Payment Reminders

Call-Em-All.com is an automated messaging service that helps make life a little easier for organizations, businesses, and educational institutions by providing affordable access to powerful voice broadcasting technology. Call-Em-All.com will call everyone on our automated phone list at the time we designate. Students will receive critical information such as payment due date reminders for financial aid and non-financial aid students. The service will interact with our students in the following way:

- When a live person answers the call, they give the person the option to hear the automatic calling message again.
- When they get an answering machine, they leave a message.
- When they get a busy signal or no answer, they try several more times after waiting a few minutes.
- When our automated phone call messages are completed, the company sends a report summarizing the results.
- The Office of Student Services & Enrollment Management will be contracting services with Call-Em-All.com in an effort to improve our direct communication with students about deadlines and additional information that is pertinent to the student’s enrollment.