Founded in February of 1887, Alabama's Troy University is one of the South's most enduring institutions of higher learning.

Originally founded as a teaching college, Troy now serves traditional, non-traditional and military students throughout Alabama, the United States, internationally and online through eCampus.

CHALLENGE

Troy University was seeking a partner to provide Financial Aid contact center support to its diverse student population. At the time, Troy University maintained four separate outsourced vendor relationships supplying varying degrees of IT, telecommunications and other office and student services support. Troy determined that a single, all-encompassing student service contact center approach would provide the most professional, consistent and streamlined student support solution possible.

Troy University's contact center needs included:

- A unified source for financial aid, student services, help desk, bursar and other student support services across all Troy campuses and eCampus.

- A transparent relationship focused on streamlining and enhancing student service, resulting in improved student satisfaction and outcomes.

- A partner that could manage the scale of Troy's 28,000 student population.

- A partner that understood and could serve the unique financial aid and support needs of military students.

SOLUTION

Through an RFP process, AnswerNet Education Services was selected as the strategic partner to provide a single-source of student contact for all student support needs, including help desk, bursar, admissions and financial aid.

- An existing expansive technology platform was leveraged to launch Troy's student service solution within 7 days to manage queries through phone, web, email and chat.

- Established protocols and financial agents trained to support the needs of military students.

- Agents were trained by Troy University, to better understand the culture, brand and needs of Troy and its students.

- Ongoing process developed for continuous improvement through robust performance reporting and weekly meetings with University leadership.

AnswerNet currently handles approximately 200,000 queries per year 24/7 for Troy while maintaining agreed upon service levels. We are proud to have renewed our relationship with Troy for years to come and look forward to serving Troy in the future.