

## Students at University of Guelph Provide Valuable Feedback to the Administration through Interactive Voice Response

*Vocantas' Scaller™ asks students to identify areas of need to connect students with existing programs and services at UGuelph*

OTTAWA, ON and GUELPH, ON - April 6, 2017 - This academic year, students at the [University of Guelph](#) were given the opportunity to indicate to staff in the Student Life office areas where they needed some extra help.

Over a thousand students were reached by phone and asked via automated phone call to identify areas of need they were experiencing this semester, ranging from financial aid to personal counselling - areas that can make a huge difference in student success.

By running [Scaller](#) campaigns multiple years, the University can also track trends in student responses and areas of need to glean valuable insight into what programs they provide and promote in future years, allowing the University to get a head start on connecting students with existing programs and resources.

"Scaller is an easy way to identify students that need help, and to allow us to reach out to those students directly with tools and programs designed to help them succeed," said Robert Routledge, Manager, Student Transition Office in Student Life at the University of Guelph.

"It's important that students know their school is invested in helping them succeed," said Gary T. Hannah, CEO, [Vocantas](#). "We're pleased to be able to help the University of Guelph connect with students and keep them engaged throughout their journey to graduation."

### **About University of Guelph Student Life**

Students are at the heart of all programs and services that Student Life offers. The Student Life team recognizes that every student's journey is unique and aims to ensure that there are many opportunities for students to stretch and grow throughout their time at university. The Student Transition Office within Student Life supports students in their transition to and through university life and study by offering a range of programs that emphasize helping students in small groups or one on one relationships. These programs offer students information to help them overcome obstacles and navigate the university, experiences to maximize their learning, and assistance in establishing a sense of community.

### **About Vocantas Inc.**

Vocantas develops hosted and premise-based interactive voice response solutions (IVRS) using advanced computer telephony and speech recognition technology to provide businesses and service providers with more efficient outreach capabilities. Vocantas solutions help organizations in the higher education, utilities,



healthcare and customer service environments improve outreach and engagement while reducing operating costs. Visit [vocantas.com](http://vocantas.com) for a free interactive demo of Vocantas solutions that intelligently respond to your customers.

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