Cuyahoga Community College

Request for Information

Institution Name	**Cuyahoga Community College**
Institution Type	Two-year, public
Project Name	Enrollment Communication Software
Project Lead	Angela Johnson
Date Requested	
Information Requested by Date	

Institution Information
Cuyahoga Community College is a two-year, public college. The college has four main campuses located across Cuyahoga County in Northeastern Ohio. Additionally, the college has several sites including one in Medina County. Each campus has its own enrollment team with dotted-line reporting to a central, district office.
Current Software
Signal Vine **Two-way texting to applied and registered students** Recruit **Application for admission and CRM for prospective students** AI/Chatbot **We have some AI usable (if programmed) via Signal Vine. We use [24]7.ai for our Ask Tri-C program for question/answer responses in a platform. It's not a chatbot. It's an FAQ that can provide reports, frequency of questions, and questions we do not have to be built but will need to add/change based on user experiences.** Live Chat **Provide Support Live Chat is used by some departments but not all areas throughout enrollment management. Students may choose a department and chat live with a representative from that department – not all departments have the staffing capacity to assign personnel to the Live Chat function.**
Current State
We have several software systems that are not integrated; thus, we use several systems for prospecting, persistence nudging, and overall enrollment management that are priority disconnected from students' records. In our current state, we do not have a platform that leverages AI and automation for student interaction, whether in a Click to Chat format, through programmed messaging with responses in pre-built AI responses or communicating with our SIS using students' data to answer specific student-level inquiries.

Objective

We need a platform or platforms that offer us the ability to use AI and automation to meet the needs of our students and allow employees to work more efficiently while also integrating with Banner (SIS). Simplified technology will allow the staff to engage in more meaningful interactions with students – moving from transactional to transformational, with time to reduce the number of systems, integrate the information, and use automation (Chatbot or AI technology) to increase efficiency and timeliness of student inquiries.

Software/Platform Requirements

- ☐ Banner integration
- ☐ User-friendly
- ☐ Auto-admission capability
- ☐ Built-in/customizable application for admission
- ☐ Built-in form-builder
- ☐ Student tracking capability
- ☐ Travel/partnership tracking capability
- ☐ Way to extract data/reports
- ☐ Automated communication plan
- ☐ AI Component
- ☐ Chatbot for web
- ☐ One-way texting platform that integrates with Banner integration and automated/integrated communications to new and current students.
- ☐ Two-way texting platform that integrates with Banner integration and automated/integrated communications to new and current students.
- ☐ Import/Export Data
- ☐ Import/Export Documents

Submission Guidelines

Contact Information