

Norco College Student Services Expanded Online Services

Presented by:

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NORCO
COLLEGE

Why LiveCHAT

1. Meet Student Needs
2. Increase Access to Norco College
3. Maximize use of Norco College Website
4. Support Enrollment Management Goals at Norco College

Norco College Website Enhancements

The screenshot displays the Norco College website with a dark maroon header. The header contains the Norco College logo on the left and a navigation menu on the right with links: PROGRAMS, COST & ADMISSIONS, ABOUT, EMAIL, WEBADVISOR, APPLY, MORE, and a button labeled 'HOW CAN WE HELP YOU?' with a search icon. The main content area features a large banner with the text 'Register for Summer and Fall Now!'. Below the banner is a search section. A red circle labeled '1' highlights the search filters: 'Find Classes for:' with three dropdown menus (Select Term, Subject: Any, Instruction Mode: Any), a 'Course Number' input field, and 'Reset' and 'Search' buttons. To the right of the filters is a dark maroon bar showing '0 Classes Found' and a dark maroon button labeled 'APPLY NOW!'. A second red circle labeled '2' highlights a chat widget in the bottom right corner. The chat widget has a blue speech bubble icon with a red '1' and the text 'Need Help? Click here and start chatting with us!'. Below the chat widget is a button labeled 'Chat with Lauren' with a blue speech bubble icon.

NORCO COLLEGE

PROGRAMS COST & ADMISSIONS ABOUT EMAIL WEBADVISOR APPLY MORE

HOW CAN WE HELP YOU?

Register for Summer and Fall Now!

Find Classes for:

0 Classes Found

APPLY NOW!

Select Term

Subject: Any

Instruction Mode: Any

Course Number

Course Number

Reset Search

Additional Search Options

Time Range

12:00pm 6:00pm

Days

Select all that apply


Need Help?
Click here and start
chatting with us!

Chat with Lauren

1 - Online Class Search Function

NORCO COLLEGE

PROGRAMS COST & ADMISSIONS ABOUT EMAIL WEBADVISOR APPLY MORE ▾

HOW CAN WE HELP YOU? 

Register for Summer and Fall Now!

Find Classes for:

0 Classes Found

APPLY NOW!

Summer 2019 ▾

CHEMISTRY ▾

Instruction Mode: Any ▾

Course Number

Course Number

Reset Search

Additional Search Options

Norco College

https://www.norcollege.edu/Pages/Welcome.aspx

AppsMenu Baja Fish Tac...summer visitation s...https--www.rccd.ed...https--www.rccd.ed...Suggested SitesSpectrum (2)PortalGuard - Porta...

NORCO
COLLEGE

PROGRAMSCOST & ADMISSIONSABOUTEMAILWEBADVISORAPPLYMORE

HOW CAN WE HELP YOU?

Register for Summer and Fall Now!

Find Classes for:

Summer 2019

CHEMISTRY

Instruction Mode: Any

Course Number

Course Number

Reset

Search

Additional Search Options

Time Range

12:00am11:00pm

Days

Select all that apply

4 Classes Found

CHE-2A Introductory Chemistry, IUnits: 4.00

Last day to add: 06/21/19
Instructor: A Duggal
Prerequisite: **MAT-52**

35025

WE	06/17/19	07/25/19	08:00AM	11:05AM	MTTH	ATEC 114
WEL	06/17/19	07/25/19	11:30AM	02:35PM	MTTH	HUM 204

Details

Save

CHE-2A Introductory Chemistry, IUnits: 4.00

Last day to add: 06/21/19
Instructor: A Duggal
Instructor: C Lugo
Prerequisite: **MAT-52**

35026


APPLY NOW!

Leave a message

2 - Live Chat Function

NORCO
COLLEGE

PROGRAMS COST & ADMISSIONS ABOUT EMAIL WEBADVISOR APPLY MORE ▾

HOW CAN WE HELP YOU? 

Register for Summer and Fall Now!

Find Classes for:

0 Classes Found

APPLY NOW!

Select Term ▾

Subject: Any ▾

Instruction Mode: Any ▾

Course Number

Course Number

Reset

Search

Additional Search Options

Time Range

12:00am — 11:00pm

Days

Select all that apply

 **Need Help?**
Click here and start
chatting with us!

Chat with Lauren 

Celebrating the Success of the
CLASS OF 2019

[VIEW COMMENCEMENT INFO HERE](#)

Register for Summer and Fall **No**

Find Classes for:

Select Term ▾

Subject: Any ▾

Instruction Mode: Any ▾

0 Classes Found

APPLY NOW

... Welcome to Norco College Liv... —

 **Lauren**
Norco College



 Lauren 13:53

Hi, how can I help you today?

Chat now

Powered by LiveChat

Chat started: 11, 24 May 2019, 00:00 PM

CS

Pre-chat survey

Name:
Cristina Sandoval
E-mail:
cristina93sandoval@gmail.com

Vanessa

Welcome back! Can I help you with anything?

Cristina Sandoval

CS

Hi Vanessa! Can I ask you about admission?

Vanessa

hi there

Vanessa

Yes i work in admissions

Cristina Sandoval

CS

thanks! i was wondering if it'd be possible for me to attend norco while also attending csusb in the fall? i just need to take 2 ged classes

Vanessa

yes. you can. you need to make sure you submit an application online asap because we are already registering students for the fall

Cristina Sandoval

CS

thats good to know! im currently attending victor valley college but im moving to eastvale soon so i was looking into attending norco. would me attending vvc right now interfere with my app to norco?

Cristina Sandoval

i never transferred out of a cc to another one so just want to get all my bases covered

Vanessa

no. you can take classes anywhere you'd like., if you have FAFSA yu just need to make sure that you add Norco college on your school codes

Cristina Sandoval

CS

oh thanks for telling me know! i'll do that after my app then!

Cristina Sandoval

okay i think that's all i need! thanks for the help i appreciate it :)

Vanessa

not a problem. glad i could help

Cristina Sandoval

+ add tag

Vanessa



yes. you can. you need to make sure you submit an application online asap because we are already registering students for the fall

Cristina Sandoval

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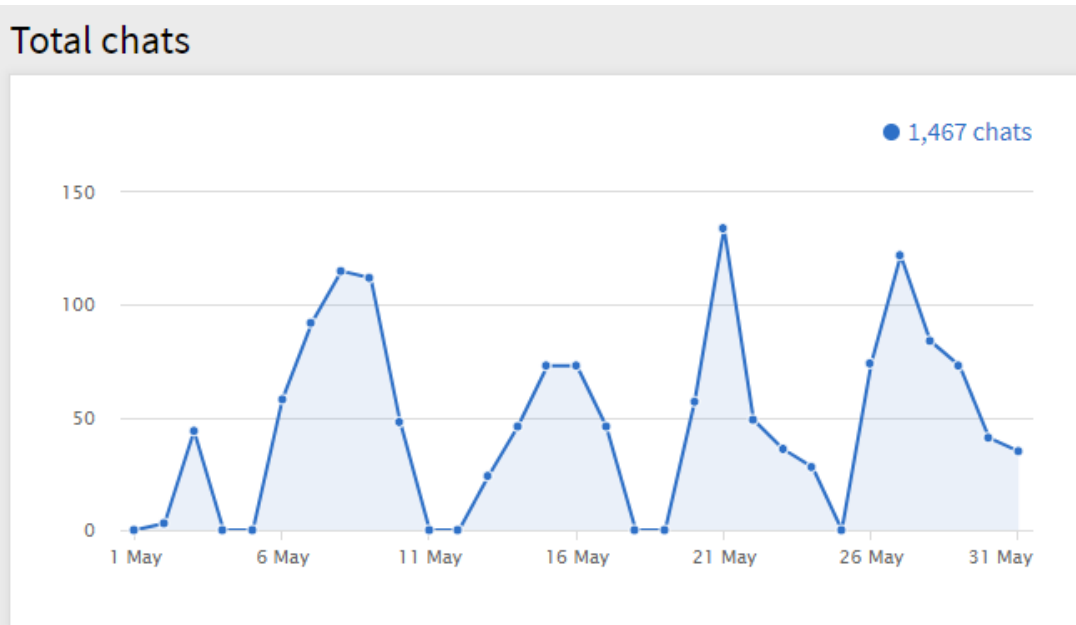
[+ add tag](#)

LiveChat @ Norco College

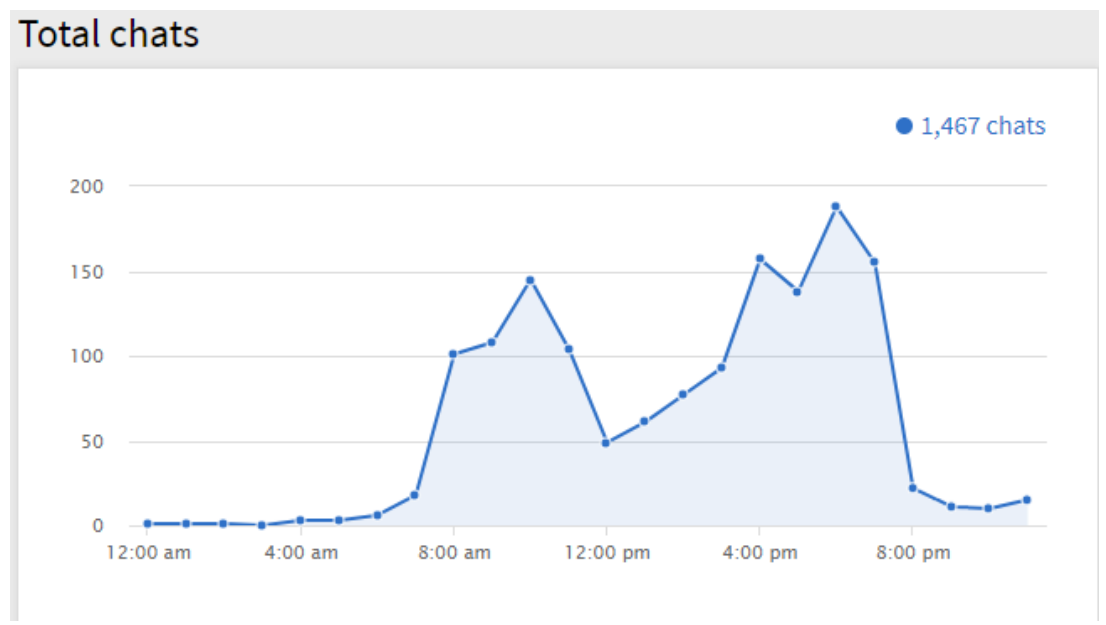
- Pilot from May 6th – 31st
- 13 agents – Admissions and Records, Financial Aid and Veterans
- Hours of Operation
 - Monday through Friday 8am to 8pm
 - Saturday
- 1,467 chats at 72% positive reviews

LiveChat Data

Total Chats over 30 days



Total Chats by Hour



Student Feedback

Cristina Sandoval

CS

have a good day!

07:03:09 pm

 Cristina Sandoval rated this chat as good.

"vanessa was very informative and answered all my questions i appreciate the help!"

07:03:59 pm

Cristina Sandoval closed the chat.

CS

Post-chat survey

Is this the first time you have chatted with us about this case?

Yes

Was the case resolved during the chat?

Yes

Enrollment Services Extended Hours

Admissions & Records, Student Financial Services, and Veterans
Resource Center

Monday - Friday
8:00 AM to 8:00 PM

	In-Person	Phone	Chat
Totals:	126	44	377