Jefferson College Enrollment Services  
Live Chat Reference Policy

Live Chat service offers the opportunity to provide students with immediate access to an Enrollment Services representative. The Enrollment Services department is committed to meeting the needs of our students, prospective students, and the community through the use of technology. The Enrollment Services Live Chat provides current and prospective students and the community with the same quality service from off-campus locations.

I. Definitions:
1. Chat refers to one-on-one, real time, text-based conversations via an Instant Messaging service.
2. Pure Chat is the name of the program the Enrollment Services department utilizes for the Live Chat service.

II. Purpose:
The purpose of the Live Chat service is to provide real-time, easy access to an Enrollment Services representative so that current and prospective students and community members can immediately receive answers to questions regarding admissions, registration, and general college information. The Enrollment Services department strives to make our services available to current students, prospective students, and the community both on- and off-campus, and this service allows us to meet this goal.

III. Guidelines:
1. Availability: Live Chat service is available Monday thru Friday, 8:00 am – 4:30 pm, except during times that enrollment services representatives are assisting others in person or are otherwise unavailable for reasons such as meetings or training sessions.

2. Service: Live Chat can be accessed from the class schedule page of the Jefferson College website at www.jeffco.edu → Class Schedule → “Chat With Us” button.

3. Usage: The types of questions asked via Live Chat include, but are not limited to, information about admission requirements, registration, how to access student records, and directional assistance in finding appropriate Jefferson College resources to resolve problems or issues. Live Chat can be used for any informational needs that users may have. Live Chat complements other online services where current students, prospective students, and community members can ask questions after hours, on weekends, during holiday’s, or on days the college is closed due to inclement weather via email by clicking on the “Email Us” button located on the Class Schedule page on www.Jeffco.edu, or by emailing register@jeffco.edu. ES representatives may advise users to contact us by phone at 636-797-3000 ext. 3209 or in person if a question or problem seems better addressed in one of these ways. If questions would be better addressed by a different Jefferson College department, the user will be given the contact information for the appropriate office or department.

4. Inappropriate Usage: Behavior deemed inappropriate to societal standards will not be tolerated. The Enrollment Services representative reserves the right to terminate chat sessions with users engaging in obscene language, threats, or harassing behavior. If a chat session is terminated, the user will be informed as to why their behavior is not appropriate, and that the chat session is being terminated. In addition, the user exhibiting what is deemed as inappropriate behavior will be banned from accessing the Live Chat option.

5. Privacy: IP (Internet Protocol) addresses are logged automatically. The ES department keeps logs of chat sessions for training and tracking purposes. Transcripts of the recorded chat will be provided.