



# ATENEIO DE MANILA UNIVERSITY

## LOYOLA SCHOOLS

Office of the Associate Dean for Graduate Programs

### **Communication Management Plan during Online Registration for Graduate Students**

#### **INTRODUCTION**

A key component to a seamless and satisfactory registration experience is the delivery of consistent, relevant and responsive communication to students. Since enrollment will be fully online, the OADGP will utilize Google Chat (GChat) as the main communication tool to ensure that the interaction between students and OADGP staff can be better managed and monitored. In order to streamline the communication process during the registration, the OADGP will suspend the use of its other channels such as email, voice/video call, DMs, and Viber.

#### **OFFICIAL GChat CHANNELS**

There will be three OADGP GChat support that will be available, depending on the type/nature of inquiry.

1. New Student registration matters - [gradadmissions.adgp.ls@ateneo.edu](mailto:gradadmissions.adgp.ls@ateneo.edu)
  - a. Registration procedure for new students
  - b. Admission documents
  - c. Provisional/Probationary requirements
  - d. AISIS account
  - e. OBF email account for new students
2. Scholarship matters - [scholarships.adgp.ls@ateneo.edu](mailto:scholarships.adgp.ls@ateneo.edu)
  - a. Registration procedure for scholars
  - b. Approval
  - c. Scholarship conditions
  - d. Load revision for scholars
  - e. Required documents after registration
  - f. Benefits
  - g. Hold orders concerning scholarships
  - h. Assessment of Fees for scholars
3. Other matters - [adgp.ls@ateneo.edu](mailto:adgp.ls@ateneo.edu)
  - a. Enrollment in Residency
  - b. Time Limit
  - c. Reinstatement and Extension requests
  - d. Change of degree program requests
  - e. Load revision requests for regular students

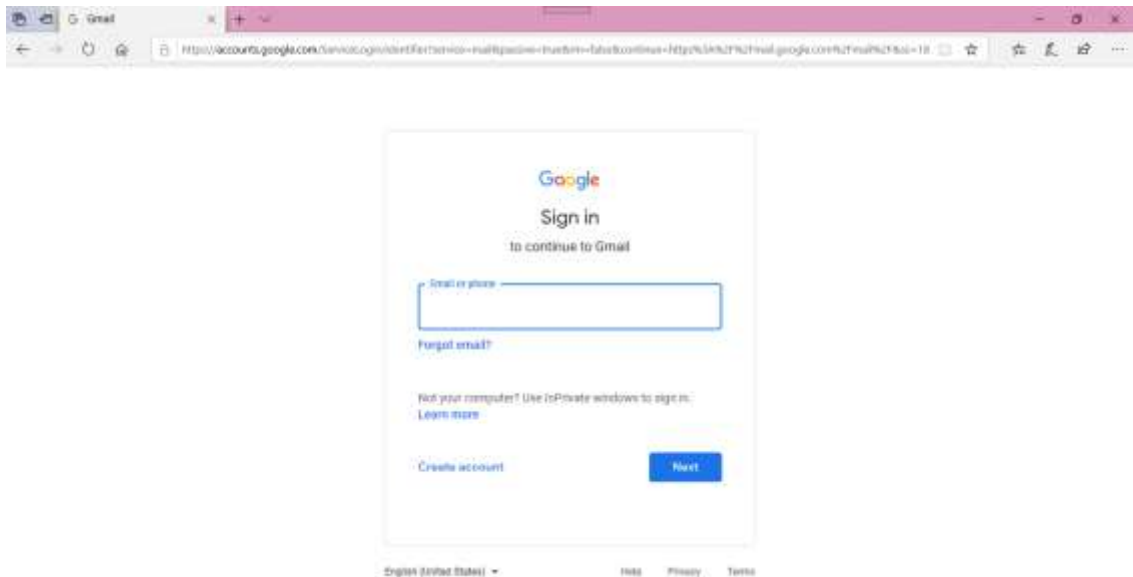
- f. Leave of absence request
- g. Probation concerns
- h. OADGP Hold orders
- i. Thesis, Dissertation and Capstone Project concerns
- j. Comprehensive Exams
- k. Tuition and Fee concerns

## MECHANICS

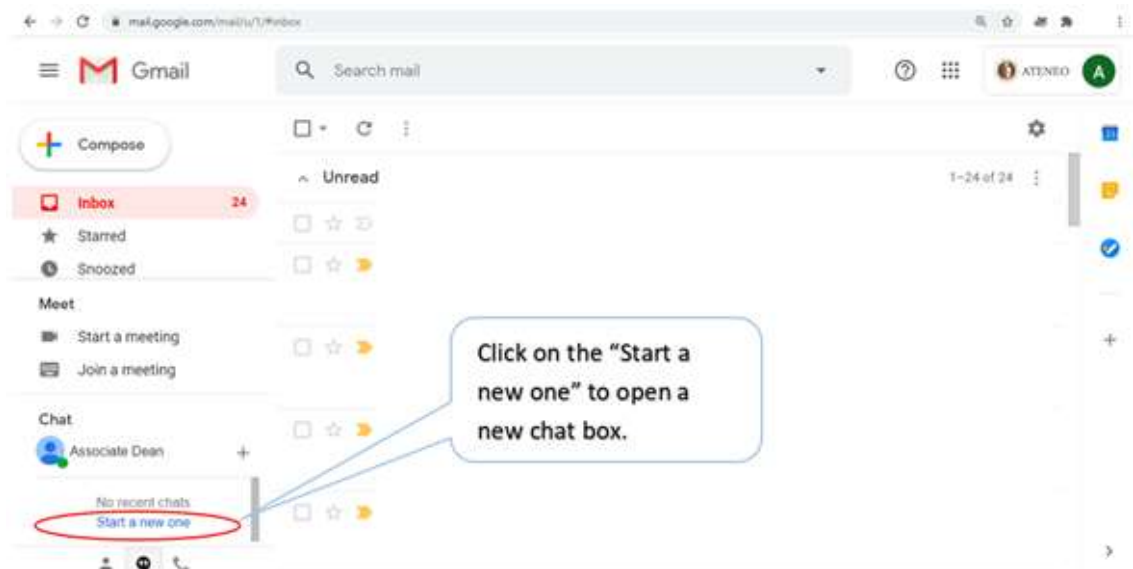
### 1. Starting the Chat

#### Step 1

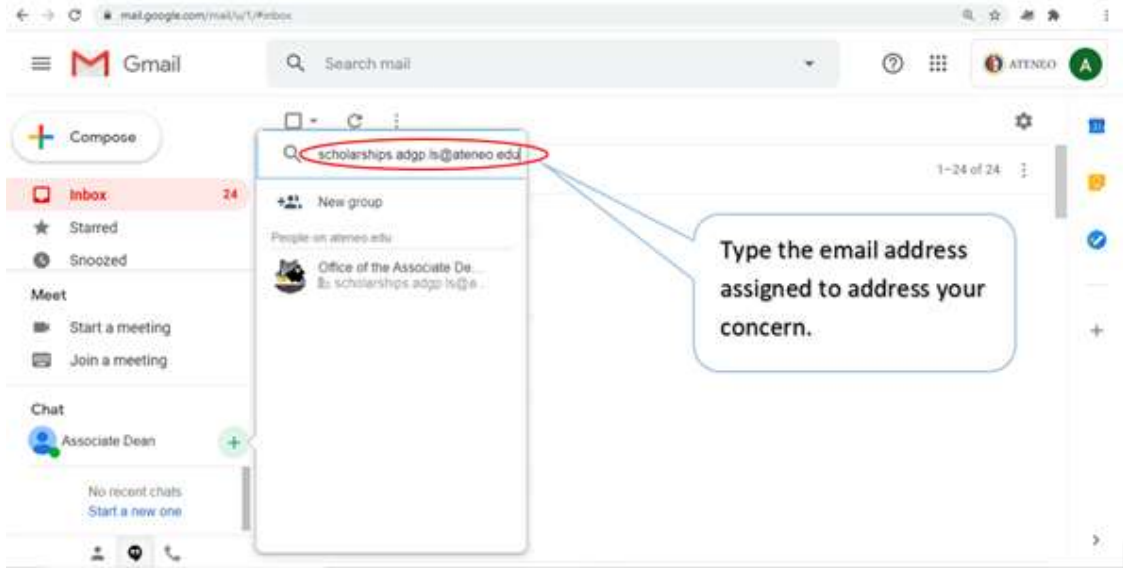
To start a chat, the student must login to their OBF email account (e.g. [juan.delacruz@obf.ateneo.edu](mailto:juan.delacruz@obf.ateneo.edu))



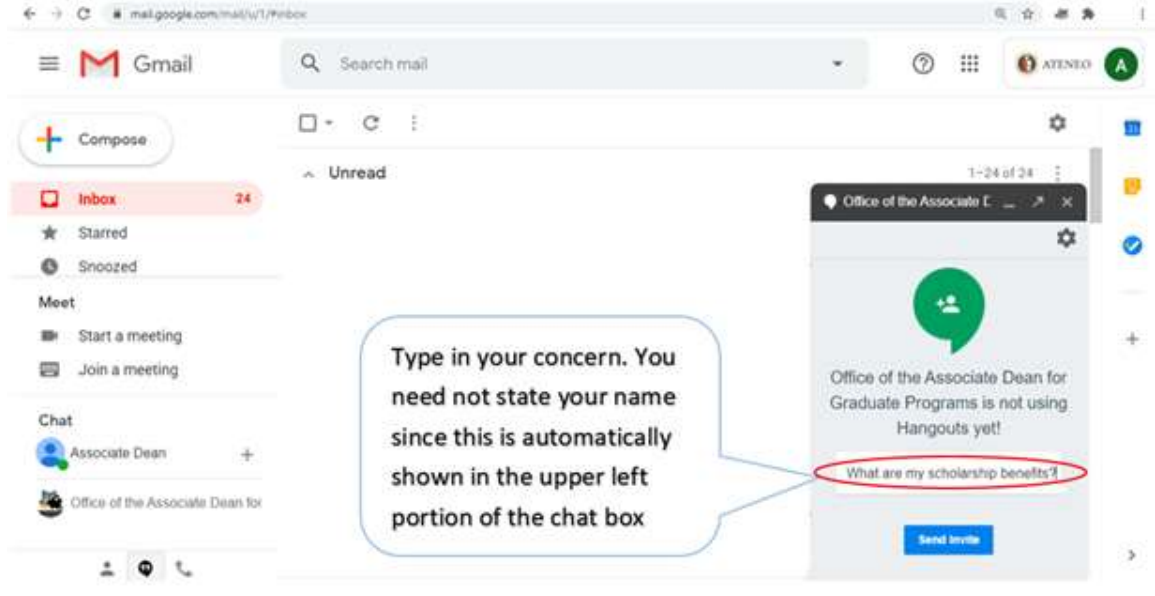
#### Step 2



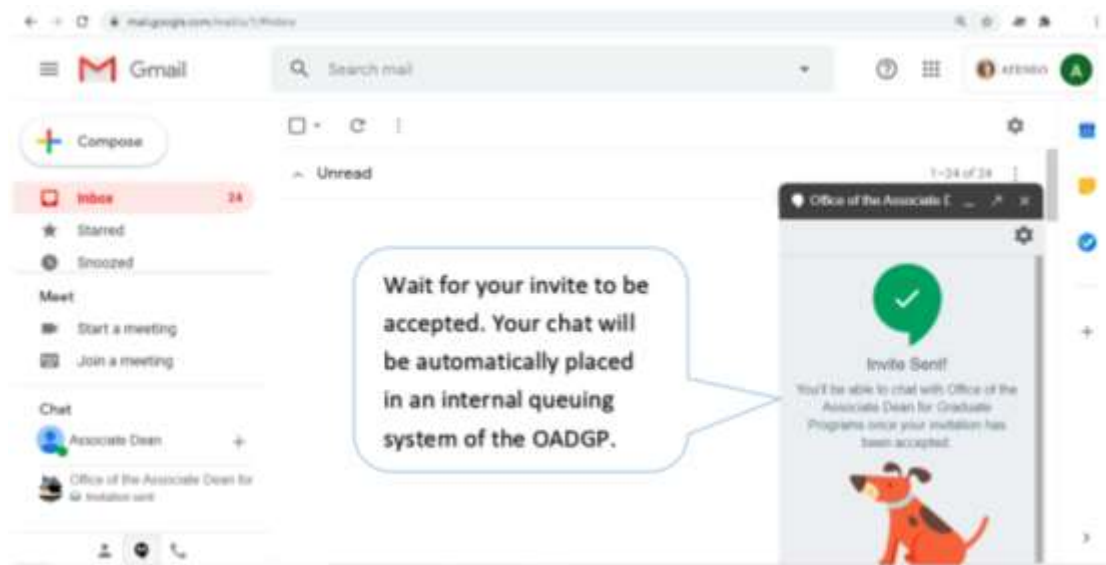
### Step 3



### Step 4

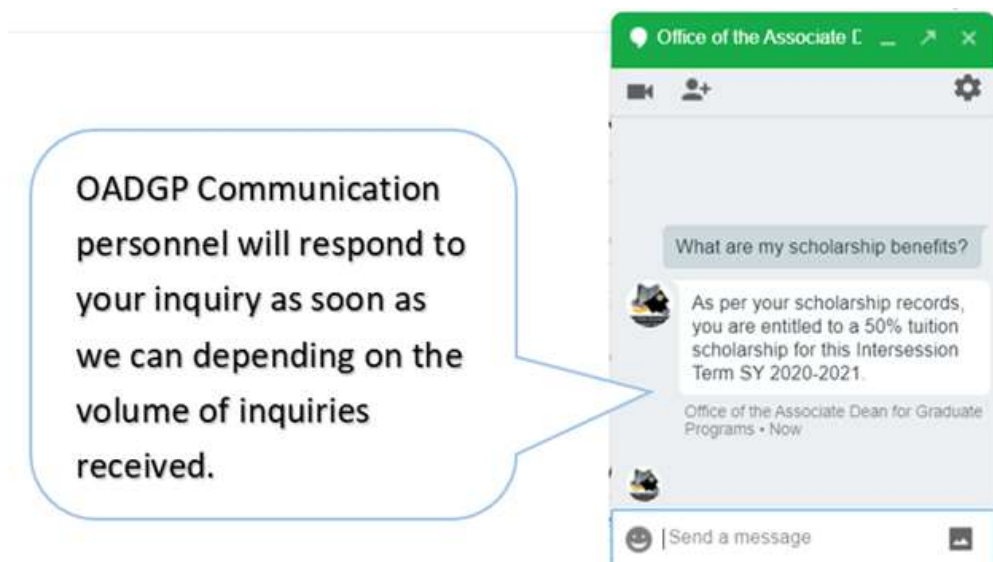


## Step 5



### 2. During the chat

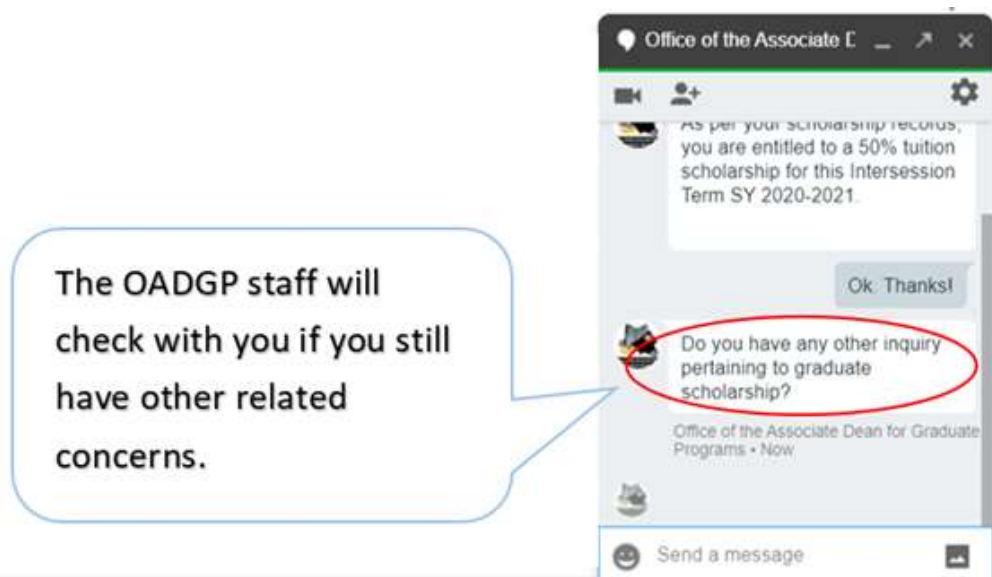
- a. Inquiries will be answered on a first come-first serve basis.
- b. Inquiries sent to all chat channels with the same concern will only be answered once, and only by the designated chat channel.



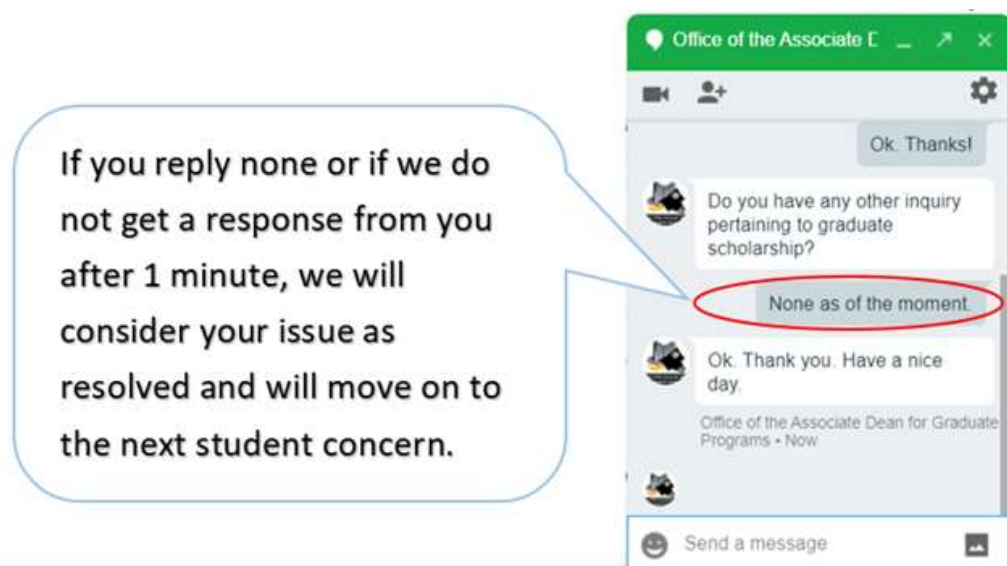
- c. The student may send a screenshot of their concern in the chatbox to help the OADGP staff to better understand the problem and provide fast resolution.

### 3. Ending the chat

- a. Once the matter has been resolved, the student will be asked if there are other further inquiries.



- b. If none, the OADGP staff will formally close the chat and tag this as resolved. She will then move to the next student in the queue. New inquiries will automatically be placed again in the queue.



## **GChat SCHEDULE**

1. OADGP Live Chat Support will only be available from 8:00 am to 12:00 nn and 1:00 pm to 4:00 pm from June 30 to July 3, 2020.
2. Inquiries will be addressed on a first-come-first-served basis. The OADGP staff will try to answer each inquiry as soon as they can.
3. Some inquiries might take longer to respond to depending on the complexity of the issue that needs to be resolved (e.g. need to verify records or with another office).
4. Inquiries received within the live chat period will be resolved within the day.
5. Students may still send their inquiries thru Google Chat during offline hours. However, these will only be addressed the following day.

## **OTHER REGISTRATION-RELATED INQUIRIES**

Inquiries related to other matters should be communicated directly to the Department/Office concern:

- OBF Account requests for log-in/activation - [omis.ls@ateneo.edu](mailto:omis.ls@ateneo.edu)
- AISIS Account concerns for old students - [registrar1.ls@ateneo.edu](mailto:registrar1.ls@ateneo.edu) and [omis.ls@ateneo.edu](mailto:omis.ls@ateneo.edu) (verify with RO or OMIS first)
- Advisement/Course Offerings/IPS - Home Department
- Grades - Teacher/Home Department
- Enlistment concerns - [registrar1@ateneo.edu](mailto:registrar1@ateneo.edu) (verify with RO first)
- Schedule of Class - Home Department or at [www.aisisonline.ateneo.edu](http://www.aisisonline.ateneo.edu)
- Hold orders - please check AISIS account to verify the office who made the hold order
- Tuition and Fee assessment - [grementina@ateneo.edu](mailto:grementina@ateneo.edu)
- Tuition and Fees Refunds (Second Semester SY 2019-2020) - [grementina@ateneo.edu](mailto:grementina@ateneo.edu)
- International Student visa concerns - [visa.oir@ateneo.edu](mailto:visa.oir@ateneo.edu)

## **IMPORTANT REMINDERS**

1. Inquiries from students with OBF accounts only will be entertained. Please make sure to activate your obf account if you have not done so, for those who still do not have an obf account, please send an email request to [omis.ls@ateneo.edu](mailto:omis.ls@ateneo.edu).
2. Students may only inquire about their own concerns. The OADGP will not respond to inquiries posted on behalf of fellow students or friends.
3. If a student has multiple inquiries, kindly make sure that the questions are sent to the appropriate chat support.
4. We will only entertain inquiries sent via chat. Any voice or video calls will not be answered.