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The student service departments are adopting queue management systems with integrated text pager systems. The aim is to address the long lines for student services like enrolment services, registrar, financial aide, bursar and health services among others. The students and the families find the long waiting lines frustrating and time consuming. They do expect some thing better in terms of customer services. One also need not give the family or the student a reason to seek their degree online. The online enrolment is exceeding the brick and mortar enrolment levels. The Brick and mortar colleges and universities around the world are looking for a tough competition particularly with online schools. In the present age of highly competitive environment the student service departments are tasked with fostering a student-centered experience, a critical successful factor in achieving and maintaining the enrolment goals.

In the present age during the start of a new semester the enrolment is at high records and the classes have just started and one is dreading the long registration line to add a class that has just opened up to meet certain requirements. One also needs to follow up the financial aid package and take Number systems. It also would like to visit the Records Office to ensure if transcripts have arrived. One will find a long queue and the customer service is also poor.

The best solution is the increase in mobile phones with the help of a virtual wireless waiting line management system which is similar to the new cell phone text pager system for higher education. The cell phone of the student can confirm and alert the student of the appointment to the place in line and this will also help the freedom of the student standing in line all day. This is the right solution as the students have a cell phone and can read the text message. According to the food services industry website FoodServices.com cell phone pager system technology is replacing the vibrating coaster pagers by setting new standard for the waitlist management in the restaurant industry. The same technology can be easily applied to higher education too.

The colleges wish to efficiently manage the Student Services in an effective way as to address the long waiting lines. The Queue management systems offer students a virtual waiting line by using their cell phones. The students can enter their name and cell phone number into a web portal. They can queue in the specific department they need to visit. They will get confirmation text message confirming their virtual place in line or a confirmation of a specific appointment time. The student has the freedom to pursue their studies as they wait and follow the tasks or join the virtual administrative customer service lines. The students can even get reminder messages when their time is growing near. One need not wait in line so as the frustration can be avoided. The mobile phone technology is more than a communication device as it is a customer relationship tool which can add value to your institution of higher education.

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Fulcrum Design, LLc, developed the industry leading mobile queue management system, a Text pager systems for higher education and a Take Number Systems. Founded in 2001 as a business

consulting and technology firm head quartered in Glastonbury, Connecticut, Fulcrum Design specializes in custom application development serving the hospitality, higher education, entertainment and health care industries.

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