ContactEd:
Contact Center Solutions

Streamline Your Student Support Services

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Expert-Led.
Data-Driven.
Always On.

Our Contact Center services combine 14+ years of higher education expertise with smart technology to help institutions deliver exceptional student support at scale. ContactEd offers human-led, data-driven student admin support, success coaching, and 24/7 IT helpdesk services that empower universities to improve student engagement, boost retention, and streamline operational efficiency.

IT Helpdesk Services

We provide expert-led, 24/7 multichannel technical support for students and faculty, ensuring seamless access and advice on learning platforms like Canvas, Blackboard, Moodle, and Brightspace.

Student Success Coaching

Our data-driven outreach provides personalized coaching for at-risk students, helping them navigate academic, personal, and well-being challenges, to maximize retention and success.

Student Admin Support

Our advisors are higher education specialists, skilled at assisting students with admissions, fee support, exams, timetabling, and enrollment processes. This reduces administrative burdens and ensures a highly supportive student experience.

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Smart, scalable, and student-centric

OES understands the unique challenges universities face, from rising student expectations to resource constraints. With OES ContactEd as a trusted partner, your university can enhance retention, optimize resources, and deliver tailored and flexible support—at scale.

Higher Education Expertise with a Human Touch

With 14+ years of experience, our advisors provide empathetic, student-centered interactions, ensuring the highest quality student support.

Scalable and Flexible Models

Our fine-tuned systems and deep expertise allow us to scale during peak periods, such as enrollment, and flex to our customers' unique needs.

24/7 Omnichannel Support

Our cross-functional global team offers round-the-clock support via chat, email, phone, and SMS, ensuring seamless assistance for students and faculty across all online programs.

Predictive Student Outreach

We use real-time analytics and AI-driven insights to identify at-risk students and deliver personalized outreach before they disengage.

Transparency and Insight

Gain insights and full visibility into student interactions, giving you complete control over service parameters. This data helps identify efficiencies and inform solutions.

Data-Driven, Human-Led

Our smart models intelligently automate or engage human expertise as needed, ensuring interactions consistently reflect your institution's values for a trusted student experience.

Accessibility and Inclusion

Ensuring equitable support for all students, our services comply with WCAG 2.1 and ADA standards to enhance access, reduce risk, and build trust.

Seamless LMS and IT Integration

ContactEd is designed for seamless integration with institutional IT, LMS, and CRM systems—for expert support.

Regulatory Compliance and Data Security

We adhere to FERPA, GDPR, and accreditation standards, while safeguarding student data and ensuring institutional integrity.

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IT Helpdesk Services

Technical issues should never be a barrier to learning. Our IT Helpdesk provides always-on, expert-led assistance to help institutions maintain smooth digital learning experiences while reducing internal workload. We truly understand the world of higher education and serve it with insights-driven, specialized support.

Multichannel Support
Students and faculty can reach us via phone, live chat, email, or SMS—at any time of day or night.

Seamless Integration
We offer uninterrupted support in complex learning environments including Canvas, Moodle, Brightspace, and Blackboard.

Scalable
Our flexible staffing model allows us to scale up or down based on university needs, adapting to periods of peak demand such as enrollment, financial aid deadlines, or exam seasons.

Real-Time Monitoring and Reporting
Through tracking resolution times and service performance, we can fine-tune all support to deliver the highest quality service.

Proven Expertise
With over 14 years of experience, we are highly skilled at helping universities optimize resources and deliver outstanding support.

Our smart support models know when to automate and when to involve a human. Every touchpoint feels like speaking to a trusted peer.

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Student Success Coaching

Students succeed when they are well-supported. Our Student Success Coaching service provides data-driven, one-on-one support to help students overcome academic, personal, and well-being challenges. By engaging students early and often, we help institutions improve retention rates and student satisfaction.

Personalized Coaching
Our specialist advisors provide empathetic, student-centered support for academic performance, time management, and personal challenges.

Multichannel Delivery
We offer coaching via phone, live chat, email, or SMS, making our service highly accessible to a wide range of student needs.

Predictive Outreach
We identify at-risk students using real-time data insights to offer a proactive approach that increases retention and student success.

Data-Driven Approach
AI-driven insights allow us to track progress and measure outcomes. This balance between data intelligence and human connection improves student retention, satisfaction, and institutional efficiency.

Flexible Model
We tailor our solutions to meet evolving institutional needs, ensuring universities can focus on their core mission: student success.

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We adapt our approach to act as an extension of your team, delivering consistent student experiences that build trust and loyalty. Our staff tailor their interactions to accurately reflect your brand identity—including your organization's values, culture, and tone.

Student Admin Support

University administration teams are often stretched thin. Our Student Admin services streamline processes, ensuring students receive timely and accurate support for inquiries related to enrollment, course selection, financial aid, and more. This allows universities to focus on delivering education while we handle the admin.

Multichannel Support
We are always available, so students and faculty can reach us via phone, live chat, email, or SMS at any time that best suits them.

Data-Informed Insights
We leverage a data-driven approach to continuously inform service improvements and provide insights that not only reflect but anticipate the needs of your institution.

Scalable Staffing Solutions
Our flexible staffing model allows us to scale up or down based on peak times such as enrollment and graduation periods.

Seamless Integration
We provide a consistent student experience, seamlessly aligning with the nuances of your institution—helping maintain trust in your brand.

Compliance and Security
Our services are designed to adapt to and comply with institutional policies, ensuring that every aspect of our operation upholds the highest standards of data security and regulatory compliance.

You'll be able to access real-time reporting, have full visibility into student interactions, and maintain total control over service parameters. You'll know exactly how systems, students, and workflows are performing.

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ContactEd in Action

The Challenge

Universities face growing pressure to deliver seamless, scalable, and responsive student support, as interactions through key touchpoints like administrative services and IT support play a critical role in shaping the student experience.

Delays, inefficiencies, and poor service in these areas contribute to a poor student experience, impacting retention, institutional reputation, and even rankings and accreditation.

Outsourced services struggle to grasp the exacting protocols and nuanced institutional requirements of the higher education sector. The result is operational strain and an inconsistent student experience at a time when expectations are higher than ever—and continuing to rise.

The Solution: ContactEd

ContactEd, powered by OES, is a specialized support solution built exclusively for higher education. Drawing on more than a decade of experience working with over 20 universities across the UK, Australia, and the US, ContactEd was designed to meet the distinct service demands in three critical areas: administration, IT, and student success.

What sets ContactEd apart is its deep understanding of the higher education environment. Staff are trained not only in technical procedures but in the context, culture, and communication expectations of academic institutions. Every support exchange is an opportunity to enhance the student's relationship with the institution and deliver an exceptional student journey—from enrollment to graduation.

Moreover, ContactEd's data-driven insights help clients identify operational inefficiencies and implement improvements. Clients can access real-time reporting, gain full visibility into student interactions, and maintain total control over service parameters.

The Results

ContactEd Admin

In administration, a deep understanding of academic calendars and student behaviors allows ContactEd to scale staffing and support to meet predictable peak periods, ensuring timely, accurate responses when students need it most.

- Over **15,000 inquiries handled** during peak periods with consistently rapid response times
- **92% satisfaction rate** across admin and IT support
- **95% first-contact resolution**, reducing delays and administrative friction

ContactEd Student Success

Years of experience working with diverse student populations means ContactEd coaches can identify early signs of disengagement and deliver targeted, empathetic support. These human-led interventions are informed by real-time engagement data and grounded in a deep understanding of the academic and personal challenges students face.

- **13% increase in pass rates**
- **7% improvement in student progression**
- **4.7% increase in first census retention**, driven by early, proactive outreach

ContactEd IT Help

With more than 14 years supporting university IT systems, ContactEd brings an intimate knowledge of platforms like Canvas, Moodle, Blackboard, and Brightspace. This allows support agents to troubleshoot efficiently, minimize downtime, and empower students and staff to stay engaged and productive.

- High-quality, round-the-clock support across major LMS platforms
- **95% first-contact resolution**, improving tech support outcomes without overburdening internal IT teams
- Enhanced support documentation based on recurring issues and platform usage insights

The Future of Student Support: As the student journey becomes increasingly complex and digitally mediated, universities need support systems that are both expert-led and deeply human. ContactEd offers a tested model for how institutions can scale their services without compromising on quality. In an era where service delivery is inseparable from student satisfaction, ContactEd is helping universities turn operational challenges into strategic advantages.

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Get in touch today.

Explore how OES ContactEd
can transform your contact
center solutions.

**Scan the QR code below
to book a meeting with us.**

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