# SOP Template: Student Inquiry Handling and Initial Information Dissemination

This SOP details the procedures for **student inquiry handling and initial information dissemination**, covering the receipt, assessment, and response to student inquiries. It includes guidelines for effective communication, timely provision of accurate information regarding courses, admissions, and campus facilities, and the use of standardized templates and FAQs. The purpose is to ensure prospective and current students receive prompt, clear, and consistent information, enhancing their experience and supporting informed decision-making.

## 1. Scope

This procedure applies to all staff responsible for responding to student inquiries, including front desk, admissions, academic advisors, and student support teams.

## 2. Responsibilities

- **Front Desk Staff:** Initial receipt and triage of inquiries.
- **Admissions/Academic Teams:** Provide detailed or case-specific information as needed.
- **Student Support:** Address ongoing or complex queries, and maintain FAQs and templates.

## 3. Procedure

1. **Inquiry Receipt**
   - Monitor all inquiry channels (email, phone, in-person, website forms) regularly.
   - Acknowledge receipt within 1 business day, providing reference number if applicable.
2. **Assessment**
   - Classify the inquiry (e.g., course info, admissions, facilities, other).
   - Determine priority level (urgent, standard, follow-up required).
3. **Response Preparation**
   - Refer to standardized templates and FAQs for common inquiries.
   - Escalate complex or unique queries to appropriate department/team.
4. **Information Dissemination**
   - Provide accurate, up-to-date, and clear information.
   - Personalize response including contact details for follow-up questions.
5. **Follow-Up & Documentation**
   - Log all inquiries and responses in the appropriate system.
   - Conduct follow-up if additional information or action is required.

## 4. Communication Guidelines

- Use courteous, professional, and friendly tone.
- Avoid jargon; use accessible language.
- Keep responses concise but informative.

## 5. Templates & FAQs

| Inquiry Type | Suggested Template Usage |
|---|---|
| Course Information | Course overview, requirements, faculty contacts, how to apply |
| Admissions | Admission criteria, deadlines, application process, required documents |
| Campus Facilities | Facility hours, resources available, support services, maps |
| Other Common Questions | Refer to FAQ, provide direct links to support pages |

## 6. Review & Update

- FAQs and templates must be reviewed and updated every **6 months** or as necessary.
- Team leads oversee periodic training to ensure compliance with SOP.

# 7. Related Documents

- Student Inquiry Log Template
- FAQ Repository
- Response Templates Directory

# 8. Version History

| Version | Date | Change Description |
|---------|------|-------------------|
| 1.0 | 2024-06-30 | Initial draft |