IntPowers

TELEPRESENCE · UNIVERSITIES

Phygital Campus

When enrollment opens, every student still gets served.

Remote advisors on video in the lobby, at the registrar's office and on the student's phone, from any country. One team serves every campus and absorbs the peaks of the academic year.

PROPOSAL FOR STUDENT SERVICES LEADERSHIP
Interactive Powers · October 2026



Enrollment without lines

During enrollment and financial aid, extra remote agents open only for those weeks, with no temporary hires.

One team, every campus

Admissions, the registrar and financial aid serve every campus and school at once from one central team.

International students

Service in their language and time zone, from their home country, on phone or laptop, with nothing to install.

More students enrolled

Every inquiry from a prospective student can end with a paid seat deposit, before their interest has time to cool.

Enrollment overload

For a few weeks a year there are lines, unanswered phones and email backlogs. The rest of the year, capacity sits idle.

Unanswered applicants

A question from an applicant or their family comes in the evening or from abroad. If no one answers, they pick another school.

Scattered services

Financial aid, internships, housing and IT support sit in different buildings and hours, and students don't know where to go.

The idea A shared team of advisors that serves any student on video, on any campus and from any country: capacity follows the academic calendar.

WHAT CHANGES AT THE UNIVERSITY

A team that follows the academic calendar

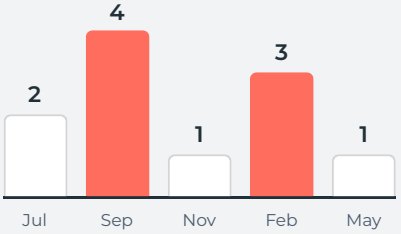
SITUATION	TODAY	WITH REMOTE AGENTS
Enrollment week	Lines at the registrar and jammed phone lines.	More remote agents open on kiosks and mobile, only for those weeks.
Prospective student	A web form, then an answer several days later.	An admissions advisor serves them on video and secures their seat.
International student	Emails delayed by several hours of time difference.	Service in their language and time zone, from home, with no app.
Financial aid	Questions that get sent off to another office.	A specialist explains eligibility and reviews the paperwork.
IT support	A ticket, then waiting for someone to see it.	A technician fixes learning platform or password issues on video.
Continuing education	Interest in a master's program ends at a click.	A program advisor guides them and closes enrollment with payment.

HOW IT WORKS

The student taps; an advisor answers

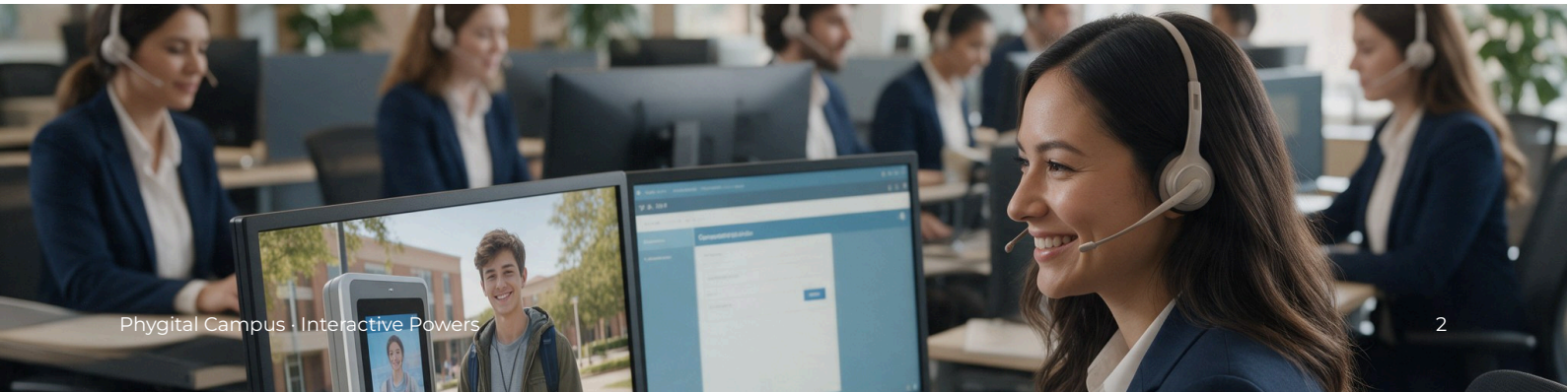
1. **The student taps or scans** the Video Kiosk, the registrar's tablet or a QR code on their ID card or in class. No app.
2. **An advisor appears on video:** admissions, registrar, financial aid or IT support, from the remote hub.
3. **Resolved in the same session:** enrollment, transcripts or a seat deposit, with pay-by-link when needed.
4. **On-site staff stay** at their desks. What waits in line or in an inbox today is handled on video.

Remote advisors online across the academic year



Illustrative example: capacity follows enrollment and financial aid. Actual numbers are set with pilot data.

The result You pay for service capacity, not for peak-season staff: remote agents are shared across campuses and services and open with the academic calendar.



FOUR SERVICE FORMATS

More ways to stay close to your students



Video Kiosk in the lobby

A university display stand

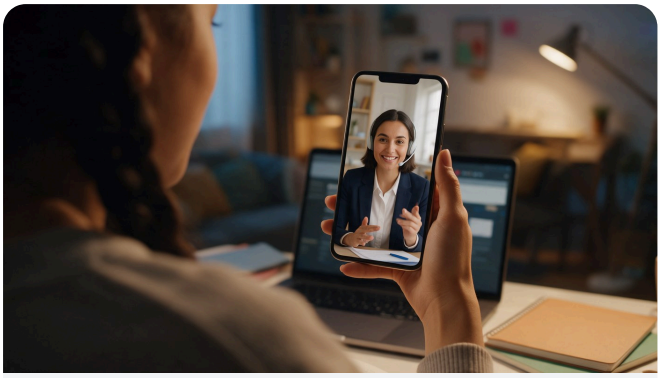
When idle, it shows master's programs, financial aid and events with their QR codes. Students scan or tap and an admissions or registrar advisor appears.



Tablet at the registrar

A second desk at peak times

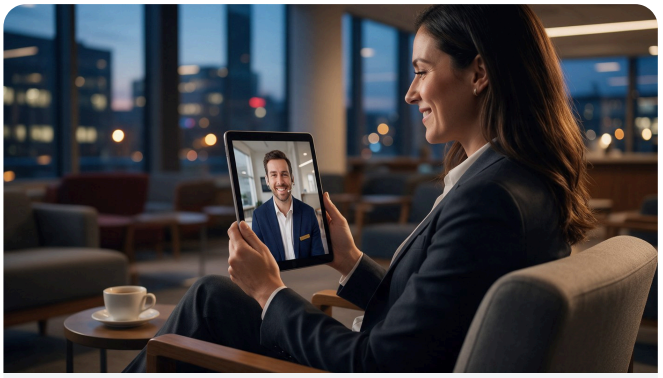
Right in the registrar's office, a remote advisor handles enrollment, changes and transcripts while on-site staff keep working their line.



International students

The university, from home

With a link or a QR code, prospective students talk to admissions in their language and time zone, complete the application and reserve a seat.



Continuing education

Advised program sales

A professional interested in a master's program talks to a program advisor on video, gets answers and completes enrollment with payment.

What the university gains

Peaks absorbed

More agents only when the calendar calls for it.

More admissions

Inquiries that end in a reserved seat.

International reach

Served in their language and time zone.

One team for all

Services shared across campuses.

How to start · 1. Assessment → 2. One service with measurable goals → 3. Network of campuses and services

Technology already in production in banking, insurance and transport, applied to your university. It scales with data, not promises.
Let's walk through it in 45 minutes on one of your campuses.

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