

Local (210)-212-5266

Toll free 1-(844)- 202-5266

Contact Us

 210-21ALAMO

Alamo Colleges Enrollment Services

Toll Free 1-844- 20ALAMO

Northest Lakeview College



Northwest Vista College



▶ Admissions Process & Status

▶ Student Financial Aid

▶ Business Office

Palo Alto College



St. Philip's College



San Antonio College





Overview

What is the 21ALAMO Initiative?

Effective June 29 the Alamo College's PVC approved an initiative to consolidate all frontline service extensions into a single phone number. The initiative is designed to simplify department contact information and increase visibility as to how students access phone support.

Which Student Service departments will consolidate into the extension?

The frontline service areas scheduled for consolidation includes each college Admissions, Business, and Student Financial Aid office. All other departments will continue to receive direct inbound calls from students.

What extension will students call and where will calls go?

The local extension for students is 210-21ALAMO (210-212-5266) and Toll free 1-844-20ALAMO (1-844-202-5266).

All calls for both extensions will forward to the Alamo Colleges Student Contact Center tier 1 group for general registration ready support.



Overview

What will happen to each department's current extension?

Each department extension will remain active however will route to the 21ALAMO extension. Students who continue to dial current extensions are guaranteed to reach the tier 1 group and will not be disconnected.

How will students be directed to the specific college and department they are trying to reach?

Students will first select from an option menu to determine which campus they are trying to reach and a second list of options to determine which department. The option menu will also allow for individual call data to continue being captured and reported back the college leadership.

Will anything change for tier 2 calls routing back to the colleges?

No. All processes for calls forwarded to the colleges will not be impacted.

What are the overall benefits of the 21ALAMO initiative?

- Easier marketing and student access to frontline service phone support
- Concentrated access to determine which college and department students are trying to reach