

**New River Community and Technical College
Auto Attendant Phone System**

MAIN COLLEGE NUMBER

The following information depicts the options available to you when you call the College's main phone number (304-929-5450).

What you'll hear when you dial 304-929-5450:

Thank you for calling New River Community and Technical College. Please choose from among the following 8 options:

1. Press 1 for **Financial Aid**.
2. Press 2 for the **Business Office**.
3. Press 3 for **Admissions**.
4. Press 4 for the **Registrar's Office**.
5. Press 5 for the **Greenbrier Valley Campus and Area Locations**.
6. Press 6 for the **Mercer County Campus**.
7. Press 7 for the **Nicholas County Campus and Area Locations**.
8. Press 8 for the **Raleigh County Campus, Area Locations, and Central Administration**.

Where the options will take a user:

Auto Attendant Option

Phone Number – Person

1. Financial Aid	<i>304-929-5017 — Autumn Kenney forwarded to 6723 which goes to Feijo home phone)</i>
2. Business Office	<i>304-929-5448 — Extra Help (forwarded to 6730 which is Shamil Walton)</i>
3. Admissions	<i>304-883-2437 — Martha Baisden</i>
4. Registrar's Office	<i>304-929-5032 — Extra Help, Karen, and Tonya</i>
5. Greenbrier Valley Campus and Area Locations	<i>304-647-6560 — Front Desk</i>
6. Mercer County Campus	<i>304-425-5858 — Extra Help, Gene, and Elizabeth (forwarded to Billy 0262)</i>
7. Nicholas County Campus and Area Locations	<i>304-872-1236 — NCC Call Tree (with press 1, 2, 3, 4, and 0)</i>
8. Raleigh County Campus, Area Locations, and Central Administration	<i>304-929-6734 — Kelly Taber</i>

TOLL-FREE NUMBER

If no one answers, calls go to the Auto Attendant and the user can choose from 8 options. Each of those options has voicemail, so no calls are missed.

The numbers assigned to the TFLG are 5445 (Rahal), 6560 (GVC), 5858 (MCC), 6734 (Taber), and 2017 (Martin). I added 2423 (Cool) to the TFLG on 1/7/2019. I added 3304 (Mauro) to the TFLG on 1/15/2019.

The toll-free number (**866-349-3739**) is internally the 5013 Toll Free Line Group).