

Spring 2017 Returning Student Telephone Script #1: General Outreach

Response to Voice Mail

My name is _____ and I'm calling from SUNY Potsdam regarding your registration for Fall 2017 classes. We're here to support you and are happy to help you with the registration process. When you get a chance, would you please call **the Student Success Center (315-267-2580)** to share your plans for the Fall 2017 semester?

Response to Live Caller

Hello. My name is _____, and I'm calling from SUNY Potsdam. We are reviewing student registration for the Fall 2017 semester and noticed that you have not yet registered for classes. Can you tell me if you plan to continue at SUNY Potsdam in the fall?



Caller Replies to Student Response

- 1). **"Yes" Response:** Great! If you have not already done so, you will need to contact your advisor right away to set up your classes. Do you need help getting contact information for your advisor? (If yes, please provide this info for student).
- 2). **"No" Response:** I'm sorry to hear that you will not be returning to SUNY Potsdam this Fall. Would you be willing to share your reason(s) for not attending SUNY Potsdam or if we can help?
- 3). **"Not Sure" Response:** I hope you will soon be able to make a decision regarding your return to college. Is there anything I can do to help answer any questions or resolve any concerns? When you have reached a decision, please call **the Student Success Center (315-267-2580)** and we will guide you through the class registration process and answer questions.



IMPORTANT INFO:

Please be aware that, until you register for classes, you are not considered a student at SUNY Potsdam.

If you're not registered for classes before you leave for break it **may result in the loss of your Fall 2017 housing assignment**. In addition, students who fail to register may not be allowed access to Residence Life storage for the summer.

The Student Success Center is here to help guide you through the class registration process and answer any questions. Please let us know how we can help.

Please record call information and outcome on your **Tracking Sheet** and return to ssc@potsdam.edu by **noon on May 8th**