

Accept Award Call Campaign – Draft

Audience	Content – Contact Made	Notes/?
	<p>Hello. This is <i>Trellis Representative</i> calling on behalf of SCHOOL. Is <i>Student Name</i> available? This call may be monitored or recorded for quality assurance purposes. If the call drops, may we call you back?</p> <p>Good <i>Morning/Afternoon Student Name</i>. I am calling on behalf of SCHOOL to let you know that you have a financial aid award available. Have you accepted your award yet?</p> <p>Y: Great! If you have any additional questions about your financial aid award contact PHONE/EMAIL Thank you for taking the time to speak with me today and have a great day.</p> <p>N: You can view and accept your award by INSTRUCTIONS. If you have any additional questions about your financial aid award contact PHONE/EMAIL Thank you for taking the time to speak with me today and have a great day.</p>	<p>Where do students go to accept/decline their award?</p> <p>What are the instructions for accepting awards?</p> <p>Who do students contact with questions?</p> <p>What is the deadline to accept/decline award?</p> <p>We can promote AIE coaching to students who need additional assistance with personal finances, financial aid, or other issues that require one-on-one assistance. AIE coaching is a free service to Project Success students and schools and our call center team will recommend it to students who would appear to benefit. If your institution does not wish to offer coaching, please inform us in your approval to this script.</p>
Audience	Content - Voicemail	Notes/?
	<p>Hello, this is Trellis Company calling on behalf of SCHOOL. We have an important message for <i>Student Name</i>. Please return our call at 888-649-1959. Thank you and have a great day!</p>	

Audience	Content – Third Party	Notes/?
	<p>Third Party: Hello, this is Trellis <i>representative name</i> calling on behalf of SCHOOL. Is <i>Student Name</i> available?</p> <p>If not available: Can you please have <i>Student Name</i> return our call at 888-649-1959?</p> <p>Thank you.</p>	
Audience	Content – Follow Up Email	Notes/?
<p>Only students who request additional follow up via email during the call</p>	<p>Dear (Student),</p> <p>Thank you for your recent contact with Trellis Company regarding SCHOOL</p> <p>I spoke to you today on behalf of SCHOOL to let you know that you have a financial aid award available.</p> <p>If you still need to accept your award, INSTRUCTIONS</p> <p>If you have any additional questions contact PHONE/EMAIL</p> <p>Thank you,</p> <p>Student Outreach and Support Team P.O. Box 83100 Round Rock, TX 78683 (888) 649-1959 www.trelliscompany.org studentsuccess@trelliscompany.org</p>	