



FAFSA 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 Morning/Afternoon <i>Student Name</i>. We are calling to let you know that the 21/22 FAFSA is open. If you would like to apply for federal financial aid for the next school year, you need to fill out the 21/22 FAFSA. Have you completed this FAFSA yet?</p> <p>Y: Great, thank you! If you did not list SCHOOL on the application, you can log back in and do so using our school code SCHOOLCODE. After it is processed, the financial aid office will let you know if they need any additional information from you. If you have any questions, you can contact EMAIL/PHONE. Thank you for taking the time to speak with me today.</p> <p>N: Your FAFSA can be completed at studentaid.gov. Please fill out the application as soon as possible and be sure to use our school code SCHOOLCODE. After it is processed, the financial aid office will let you know if they need any additional information from you. If you have any questions, you can contact EMAIL/PHONE. Thank you for taking the time to speak with me today.</p>	<p>What is the priority deadline to fill out the FAFSA?</p> <p>Who do students contact with questions?</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> <p>To add school: Log back in to the FAFSA website, click on make corrections, go to the part where schools are listed, then hit submit once you've added the code.</p>

Audience	Content - Voicemail	Notes/?
	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!	
Audience	Content - Third Party	Notes/?
	<p>Third Party: Hello, this is <i>Trellis 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? Thank you.</p>	
Audience	Content - Follow Up Email	Notes/?
Only students who request additional follow up via email during the call	<p>Dear (Student),</p> <p>Thank you for your recent contact with Trellis Company regarding SCHOOL</p> <p>The 2021/2022 FAFSA is now open! If you would like to apply for federal financial aid for the next school year, you need to fill out the 2021/2022 FAFSA.</p> <p>Your FAFSA can be completed at studentaid.gov. Be sure to use our school code SCHOOLCODE. After it is processed, the financial aid office will let you know if they need any additional information from you.</p> <p>If you have any questions, please contact EMAIL/PHONE.</p> <p>Thank you,</p> <p>Student Outreach and Support Team P.O. Box 83100 Round Rock, TX 78683</p>	



	<p>(888) 649-1959 www.trelliscompany.org studentsuccess@trelliscompany.org</p>	
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