

# Spring 2024 Trellis FAFSA Sample Text and Call Campaigns

(Text and call campaigns can be customized to your institution's needs)

Topic	Newly Admitted Students	Continuing Students	Communication Content
FAFSA Completion	✓	✓	Hi <i>[first name]</i> ! This is <i>[school name]</i> . While the 2024- 2025 FAFSA data is delayed nationwide, we strongly encourage you to complete the FAFSA if you haven't already. We will begin sending award letters as soon as we can. Questions? Contact the Office of Financial Aid at <i>[email]</i> or <i>[phone]</i> .
FAFSA Delays	✓	✓	Hi <i>[first name]</i> ! Because of national processing delays, <i>[school name]</i> will not have information about your FAFSA or financial aid until after March. We are committed to sharing any financial aid updates with you as soon as possible. Thank you for your patience.
FAFSA Updates	✓	✓	Hi <i>[first name]</i> ! Because of national processing delays, <i>[school name]</i> will not have information about your FAFSA or financial aid until mid-March. Be sure to follow us on social media to stay updated. Can we send you more information? Please reply yes or no. Y: Stay informed about any changes and updates here: <i>[URL to school website with updates]</i> . You can also contact the Office of Financial Aid at <i>[phone]</i> or <i>[email]</i> if you have any questions or concerns. N: Thanks for letting us know. Text us back if you change your mind.
FAFSA FAQ/Resources	✓		Hi <i>[first name]</i> ! <i>[School name]</i> understands the FAFSA delays are stressful for many students who need financial aid information to decide which college to attend this fall. Check out our FAQ Resource to get answers to the questions many students like you have. Can we send it to you? Please reply yes or no. Y: Go here: <i>[URL to FAQ]</i> . You can also contact us at <i>[phone]</i> or <i>[email]</i> . N: Thanks for letting us know. Text us back if you change your mind.
FAFSA FAQ/Resources		✓	<i>[School name]</i> remains committed to providing you with an affordable education, <i>[first name]</i> ! We're here to address any concerns you may have about the delays in your financial aid. Review our FAQ Resource to get answers to the questions many students like you have. More info? Please reply yes or no. Y: Go here: <i>[URL to FAQ]</i> . You can also contact us at <i>[phone]</i> or <i>[email]</i> . N: Thanks for letting us know. Text us back if you change your mind.
Q&A Sessions	✓	✓	Hi <i>[first name]</i> ! While your FAFSA has not yet been processed, we want to keep you updated and provide you with helpful information. Join one of <i>[school name's]</i> Virtual Q&A sessions via Zoom to get answers to your questions. Can we send you the registration link? Please reply yes or no. Y: Register for a Virtual Q&A session here: <i>[URL to virtual platform and/or instructions on how to attend session.]</i> N: Thanks for letting us know. Text us back if you change your mind.
Corrections	✓	✓	Hi <i>[first name]</i> ! This is <i>[school name]</i> . If you feel that you've made a mistake on your 2024-2025 FAFSA form, you can make corrections once your FAFSA has been processed. You can start checking the status of your FAFSA after March 15. Can we send you more info? Please reply yes or no. Y: Once you know your FAFSA has been processed, you can go here to learn how to make corrections: <a href="https://studentaid.gov/apply-for-aid/fafsa/review-and-correct/correct#how-change-2024-25">https://studentaid.gov/apply-for-aid/fafsa/review-and-correct/correct#how-change-2024-25</a> N: Thanks for letting us know. Text us back if you change your mind.
Housing	✓	✓	Hi <i>[first name]</i> ! While your FAFSA has not yet been processed, we want to know if you plan to live on campus this upcoming year. This information will allow us to put together a financial aid offer for you. Are you planning to live on campus? Please reply yes or no. Y: Thank you for letting us know. We will be in touch if we need anything else from you. N: Thank you for letting us know. We will be in touch if we need anything else from you.
Payment	✓	✓	We understand the FAFSA delays may be stressful, <i>[first name]</i> ! We want to commit to having your financial aid offer ready before the payment deadline. However, if this is not possible, please be prepared to pay all or part of your balance by <i>date</i> . Can we send you more info? Please reply yes or no. Y: You can pay in full here: <i>[URL to payment portal]</i> or set up a payment plan while we process your financial aid here: <i>[URL to payment plan set up/information]</i> . N: Thanks for letting us know. Text us back if you change your mind.  <b>Note: This message can also be used for students with balances.</b>
Payment	✓	✓	We understand the FAFSA delays may be stressful, <i>[first name]</i> ! We want to commit to having your financial aid offer ready before the start of the semester. However, if this is not possible, all payment deadlines will be extended.