Project Early Success Call Script
(Please personalize the script to your style and the conversation.)

If no one answers, leave a message:

Hi! This is _____YOUR NAME____ from Ivy Tech Community College.

I am calling for _STUDENT NAME_____ . I was calling to see how classes are going. Please call me back at _____CALL BACK NUMBER____ .

If someone answers, use the following outline:

Hi! May I please speak with _____STUDENT NAME_____ ?

Hi _____STUDENT NAME_____ ! This is _____YOUR NAME___ calling from Ivy Tech Community College. [*Provide your role with the College if you'd like*.]

How are you today?

We are calling our students to see how the semester is going and make sure you have everything you need for a successful term.

[Continue the conversation with any of the following questions as appropriate. Make appropriate notes in the call form.]

> ***Are you checking your Ivy Tech email account?***
>
> *If a student doesn't know how to access it, remind them to look at the email button in MyIvy.*
>
> ***Have your classes gotten off to a good start?***
>
> *Ask specifically about any issues you note from the call form. Remember to keep comments general and just inquire about the class.*
>
> ***Are there any questions you may have or challenges that you have encountered that I may help with?***
>
> *Continue the conversation with resources available on campus and online. Most campus resources can be found at* [*ivytech.edu/student-services*](ivytech.edu/student-services)
>
> - *Library [Location and Hours]:* [*ivytech.edu/library*](ivytech.edu/library)
> - *Tutoring Center:* ivytech.edu/tutoring *Encourage them to connect with their faculty members.*
> - *Online resources available to all Ivy Tech students:*
>   - [*Tutor.com*](Tutor.com)*, available in the menu in your class in IvyLearn or from the Resources button > Student Resource Center Menu in IvyLearn.*
>
> *Refer the student to their Academic Advisor,* ivytech.edu/advising

Wrapping up the Call

Throughout the semester, we encourage you to keep attending class and checking your syllabus (A syllabus is your guide to a course and what will be expected of you in the course. It includes course policies, rules and regulations, required texts, grading policy, and a schedule of assignments.) to make sure you don't miss anything important and make sure you communicate with your professor whenever you have questions or concerns about your performance. We're all here to help with whatever you need. You can always call us back at 888-IVY-LINE or message us at ivytech.edu/chat if you have any questions or concerns, and you can find answers to frequently asked questions at ivytech.edu/help. Thanks for choosing Ivy Tech, and best of luck this semester.

[Make appropriate notes in the call form and submit the form.]

Additional Topics That May Arise

Student states they haven't been going to class because they haven't received their refund check and/or they don't have their books.

It is important for you to go to class. Attendance and participation are critical to your academic success.

Have you spoken to your faculty about their attendance policy?

Have you gone to the Enrollment Center or Financial Aid Office to find out when your funds will be available?

Information about textbooks can be found on Ivy Tech's website at ivytech.edu/bookstore

*Through the Ivy+ Tuition model, students have access to textbooks via Ivy+ Textbooks. Ivy+ Textbooks means all required textbooks are **one low price**. No more questioning the cost of books! All eligible students will be assessed the $17 per credit hour Ivy+ Textbook fee.*

Print textbooks through Ivy+

If preferred, eligible students enrolled in courses with digital textbooks can choose to order print textbooks when available at no cost.

The Barnes & Noble Bookstore has created step-by-step instructions for ordering print textbooks.

For specific Ivy+ textbook questions, contact the Barnes & Noble team.

Student isn't sure how to access IvyLearn:

Are you familiar with MyIvy? Discuss that MyIvy has their student email account as well as access to IvyLearn. Students can also bookmark ivylearn.ivytech.edu.

Student needs help navigating IvyLearn:

Have you checked out the Student Resource Center? Log in to IvyLearn and click Resources in the bottom left corner. Then click IvyLearn Student Resource Center. The Student Resource Center contains guides and videos that can help you become more familiar with IvyLearn.

If a student has a very specific question you may refer them to the Helpdesk (1-888-IVY-LINE, option 4) or if you feel comfortable you can visit https://community.canvaslms.com/docs/DOC-10701 *and try to locate instructions and walk them through the step.*

Student says they need to drop/withdraw from the course*:*

There could be financial aid implications to do that, so let's make an appointment with your Academic Advisor (then make an advising appointment).

Student has a concern about faculty member*:*

I'm sorry to hear that. Have you discussed your concern with your instructor? I would encourage you to try to contact/meet with your instructor to discuss any concerns first.

If you need an additional resource, you could also speak to your Academic Advisor. You can make an appointment to speak with your advisor at ivytech.edu/advising*.*

Another great resource is your program chairperson. If you are unsure how to get in contact with your program chairperson, you can find their information on your course syllabus. (Depending on the reason for their faculty concern you may also want to provide them with other resources – like tutoring, explanation on how to read a syllabus, etc.)

Student would like to update their contact information*:*

Thank you for letting us know about your new contact information. I'm not able to change this information over the phone, but you can do this online through MyIvy. Login to your account at myivy.ivytech.edu and click on "Update Address or Phone" in the middle of the screen.