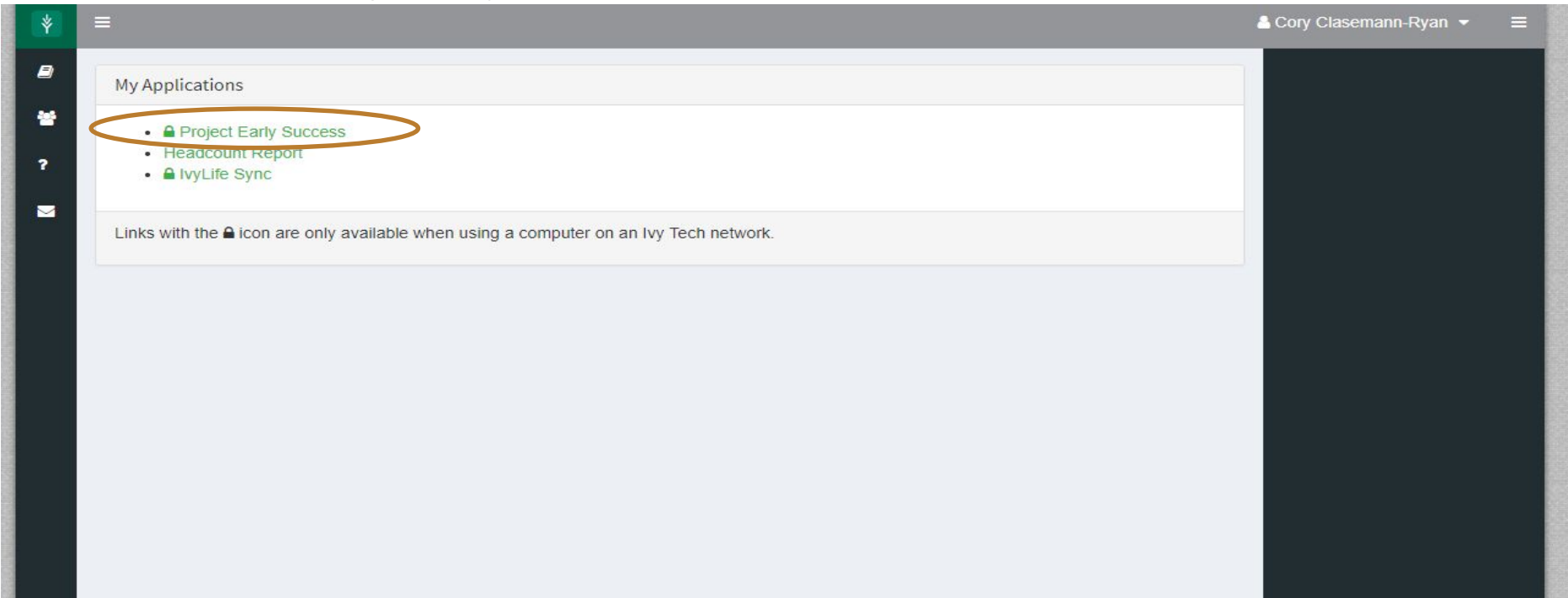



Project Early Success

Overview for Call Center
Spring 2024 2nd 8-Weeks

The Call Form

- <https://apps.ivytech.edu/apps/ext/pes>
 - Select “Project Early Success”



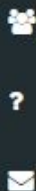
The screenshot shows a web application interface. At the top right, the user's name "Cory Clasemann-Ryan" is displayed. The main content area is titled "My Applications" and contains a list of three items: "Project Early Success", "Headcount Report", and "IvyLife Sync". Each item has a small green lock icon to its left. The "Project Early Success" item is circled in orange. Below the list, a note states: "Links with the  icon are only available when using a computer on an Ivy Tech network." The left sidebar contains navigation icons for home, applications, help, and email.

Preparing to Make Calls

Watch the training video on how to complete the call form before making calls

The image shows a screenshot of a web application interface titled "Project Early Success". On the left side, there is a dark vertical sidebar with several icons: a home icon, a gear icon, a question mark icon, and an envelope icon. The main content area is a light gray background with a "Home" link in the top right corner. It features a vertical list of six menu items, each with a green icon on the left and text on the right. The items are: "STUDENTS At Risk" (with a group of people icon), "SURVEYS For Students" (with a list icon), "QUESTIONS For Surveys" (with a question mark icon), "CHOICES For Questions" (with a double arrow icon), "REPORTS View reports" (with a pie chart icon), and "TRAINING A short video before making phone calls" (with a YouTube icon). The "TRAINING" item is highlighted with a brown oval.

Icon	Text
Group of people	STUDENTS At Risk
List	SURVEYS For Students
Question mark	QUESTIONS For Surveys
Double arrow	CHOICES For Questions
Pie chart	REPORTS View reports
YouTube	TRAINING A short video before making phone calls



STUDENTS
At Risk



SURVEYS
For Students



QUESTIONS
For Surveys



CHOICES
For Questions



REPORTS
View reports



TRAINING

Obtaining Student Lists

- The list will update daily
- Available in the Call Form app
- Use filters to create list of students.
- Can download as CSV

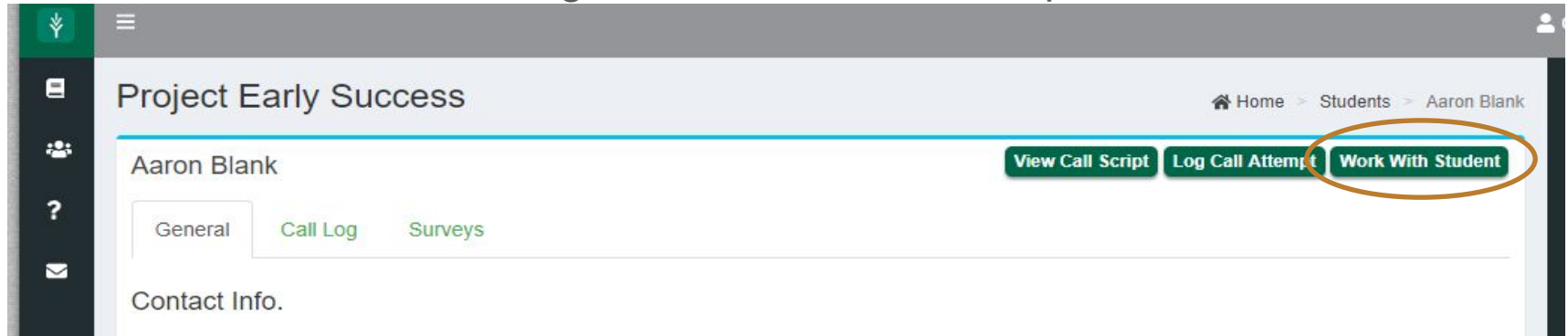
- First priority: Respond to SignalVine Requests (and log in PES system)
- Second: Filters to use
 - Is at risk = “yes”
 - Contact Outcome = “no attempt”
 - Try again with “unsuccessful”
Students as time permits
 - Part of term = “Second 8-weeks”

The screenshot shows the 'Filters' section of the Call Form app. It includes the following elements:

- Filters** (header)
- Download CSV
- Is At Risk?** (dropdown menu with 'Yes' selected)
- Contact Outcome** (dropdown menu with 'No Attempt At All' selected)
- Program campus** (dropdown menu with 'Anderson' selected)
- Username** (text input field)
- Advisors** (dropdown menu with 'Aaron M. Burdin' selected)
- Student population reconcile** (dropdown menu with 'Continuing' selected)
- CRN** (dropdown menu)
- Taking Hoosiers to the Next Level attribute?** (dropdown menu with 'Unknown' selected)
- Part Of Term** (dropdown menu with 'Second 8-weeks' selected)
- Instructors** (dropdown menu with 'Aamie L. Smith' selected)
- Go** (green button)
- Clear** (grey button)

Avoiding Simultaneous Call Attempts

- “Check out” a student to signal active contact attempt



- Will “check in” student after you complete the call log

Log Call Attempt When Finished

The screenshot displays a web application interface for a project titled "Project Early Success". The page is for a student named "Aaron Blank". The breadcrumb navigation shows "Home > Students > Aaron Blank". Below the student name, there are three tabs: "General", "Call Log", and "Surveys". The "Call Log" tab is currently selected. In the top right corner of the student profile section, there are three buttons: "View Call Script", "Log Call Attempt", and "Work With Student". The "Log Call Attempt" button is circled in orange, indicating the action to be performed. Below the tabs, the "Contact Info." section is visible.



Project Early Success

[Home](#) > [Students](#) > [Aaron Blank](#) > [Log Call Attempt](#)



Log Call Attempt For Aaron Blank

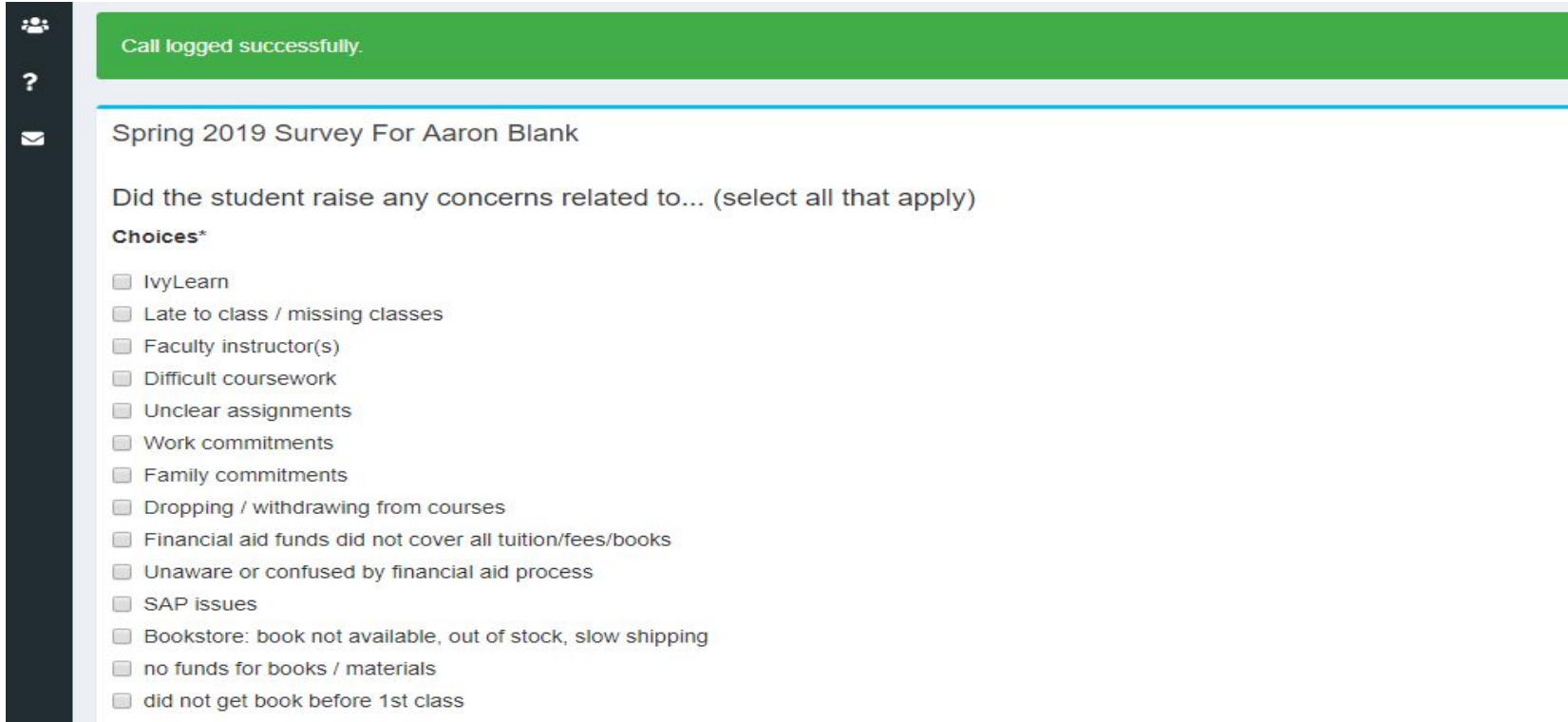


Outcome*



- Met Face-to-Face
- Spoke to student
- Student Called Back
- Student Emailed Back
- Student Texted Back
- Left Voicemail
- Left Voicemail and Sent Email

If Successful Call Attempt



Call logged successfully.

Spring 2019 Survey For Aaron Blank

Did the student raise any concerns related to... (select all that apply)

Choices*

- IvyLearn
- Late to class / missing classes
- Faculty instructor(s)
- Difficult coursework
- Unclear assignments
- Work commitments
- Family commitments
- Dropping / withdrawing from courses
- Financial aid funds did not cover all tuition/fees/books
- Unaware or confused by financial aid process
- SAP issues
- Bookstore: book not available, out of stock, slow shipping
- no funds for books / materials
- did not get book before 1st class



Project Early Success

[Home](#) > [Students](#) > [Aaron Blank](#) > [Spring 2019](#)



Next question...

Spring 2019 Survey For Aaron Blank

Please provide any information the student believes Ivy Tech could do to help.

Choices*

Other issue (provide short description)

Notes