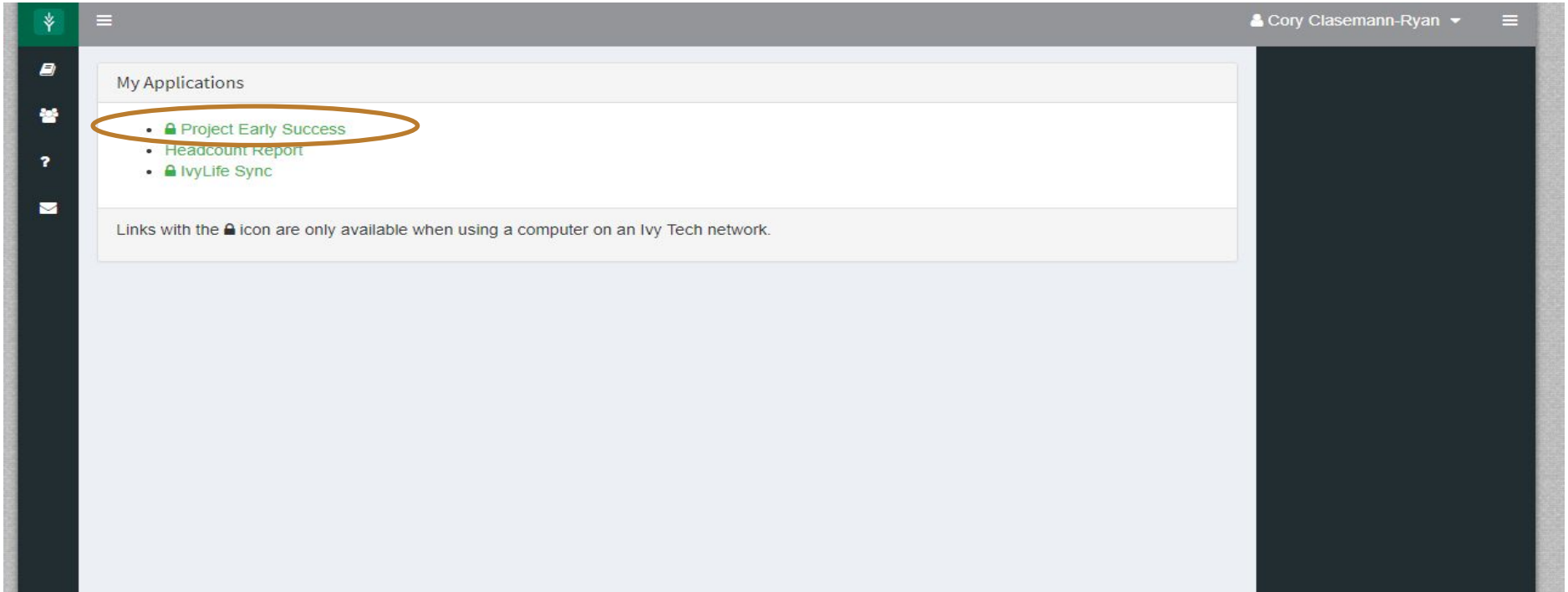
Project Early Success

Overview for Call Center
Spring 2024 2nd 8-Weeks

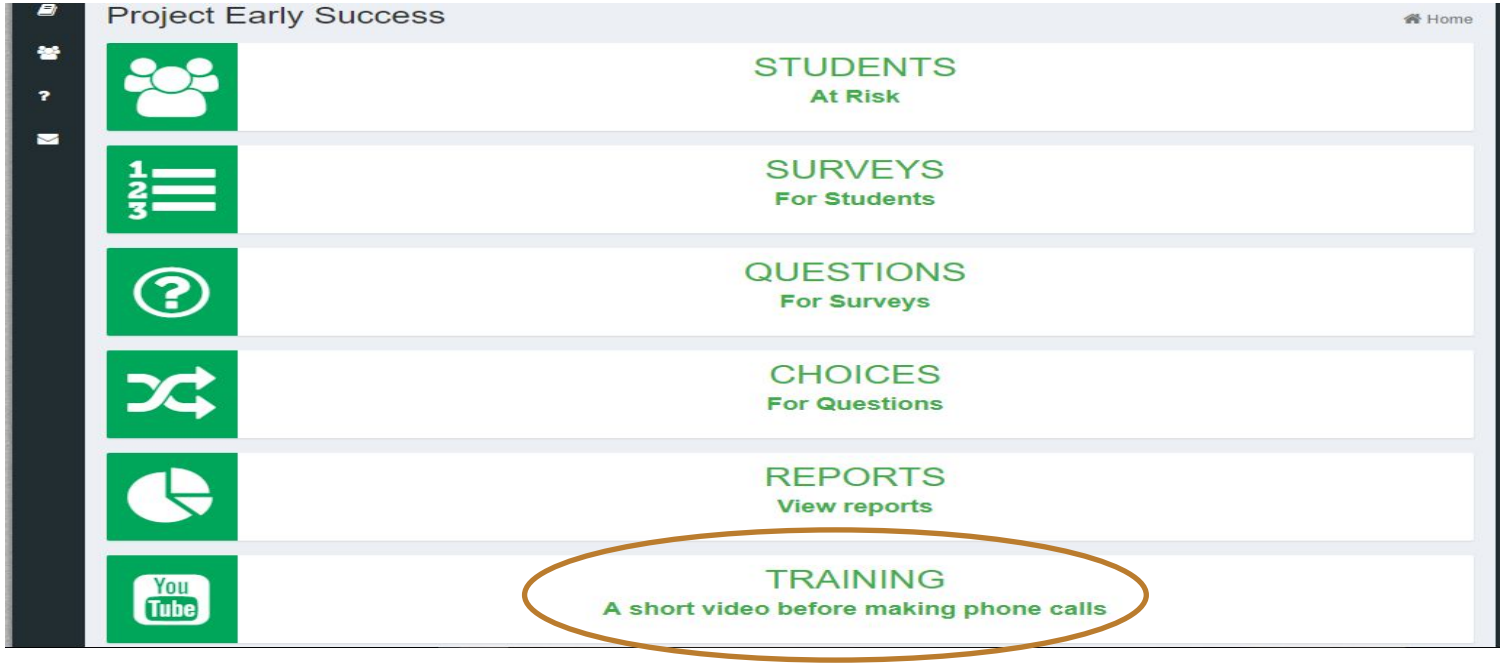
The Call Form

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



Preparing to Make Calls

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



Project Early Success

Home

STUDENTS

At Risk

SURVEYS

For Students

QUESTIONS

For Surveys

CHOICES

For Questions

REPORTS

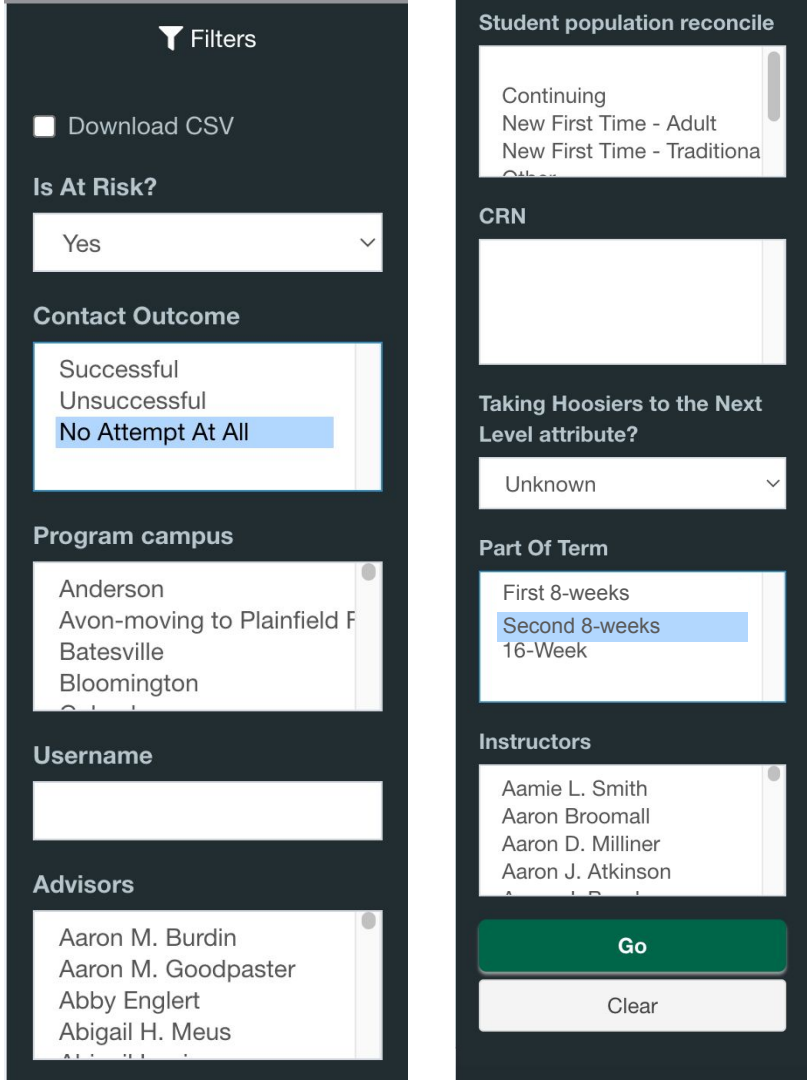
View reports

TRAINING

Obtaining Student Lists

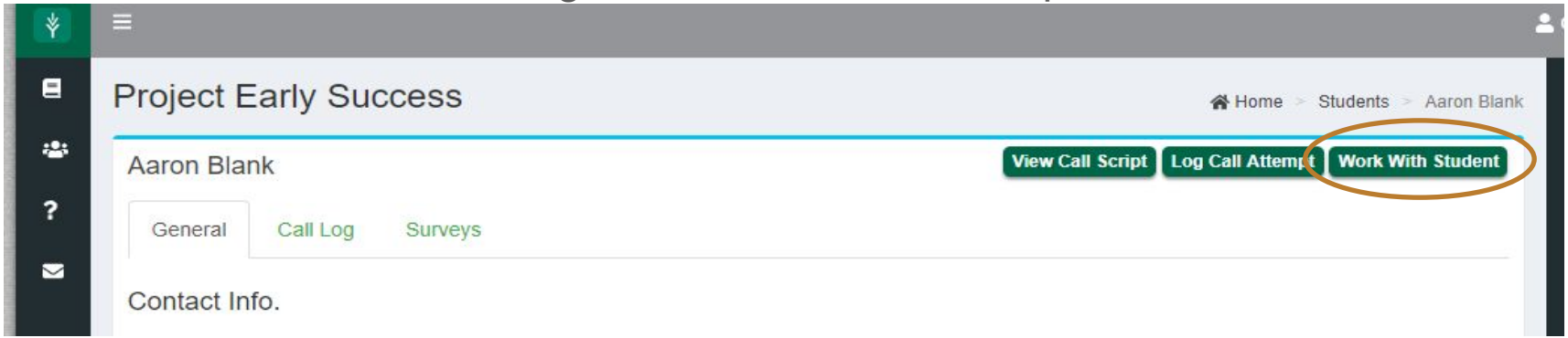
- The list will update daily
- Available in the Call Form app
- Use filters to create list of students.
- Can download as CSV

- 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”



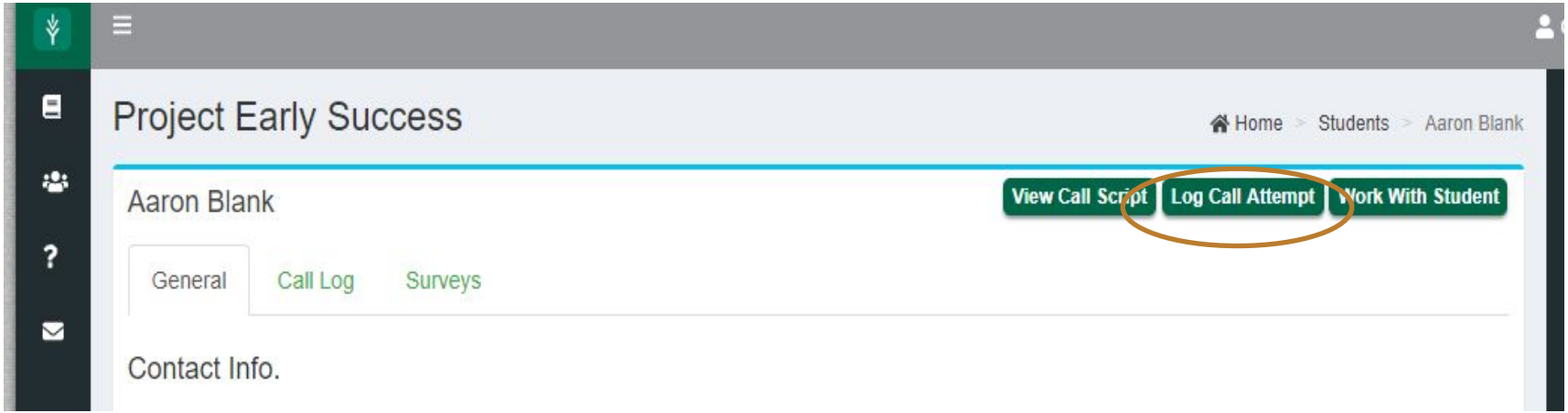
Avoiding Simultaneous Call Attempts

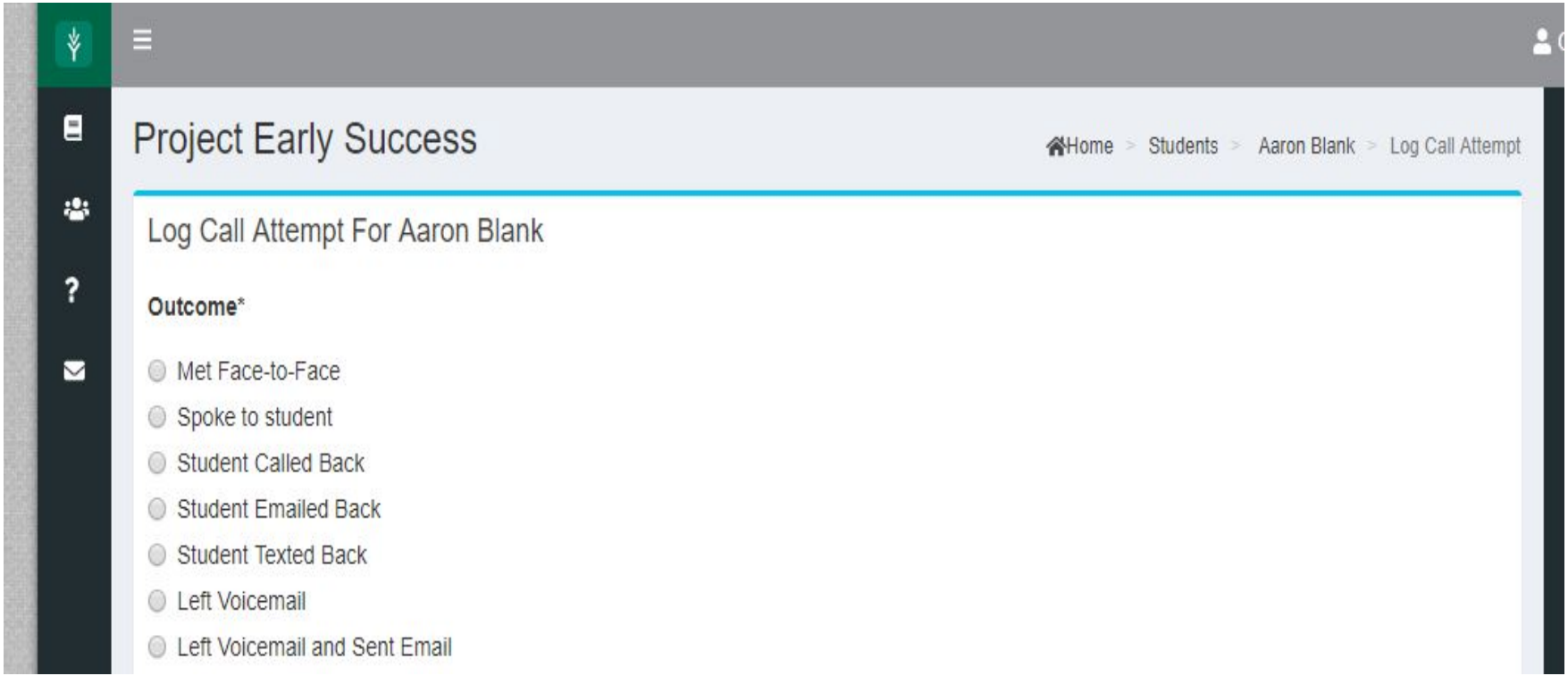
- “Check out” a student to signal active contact attempt



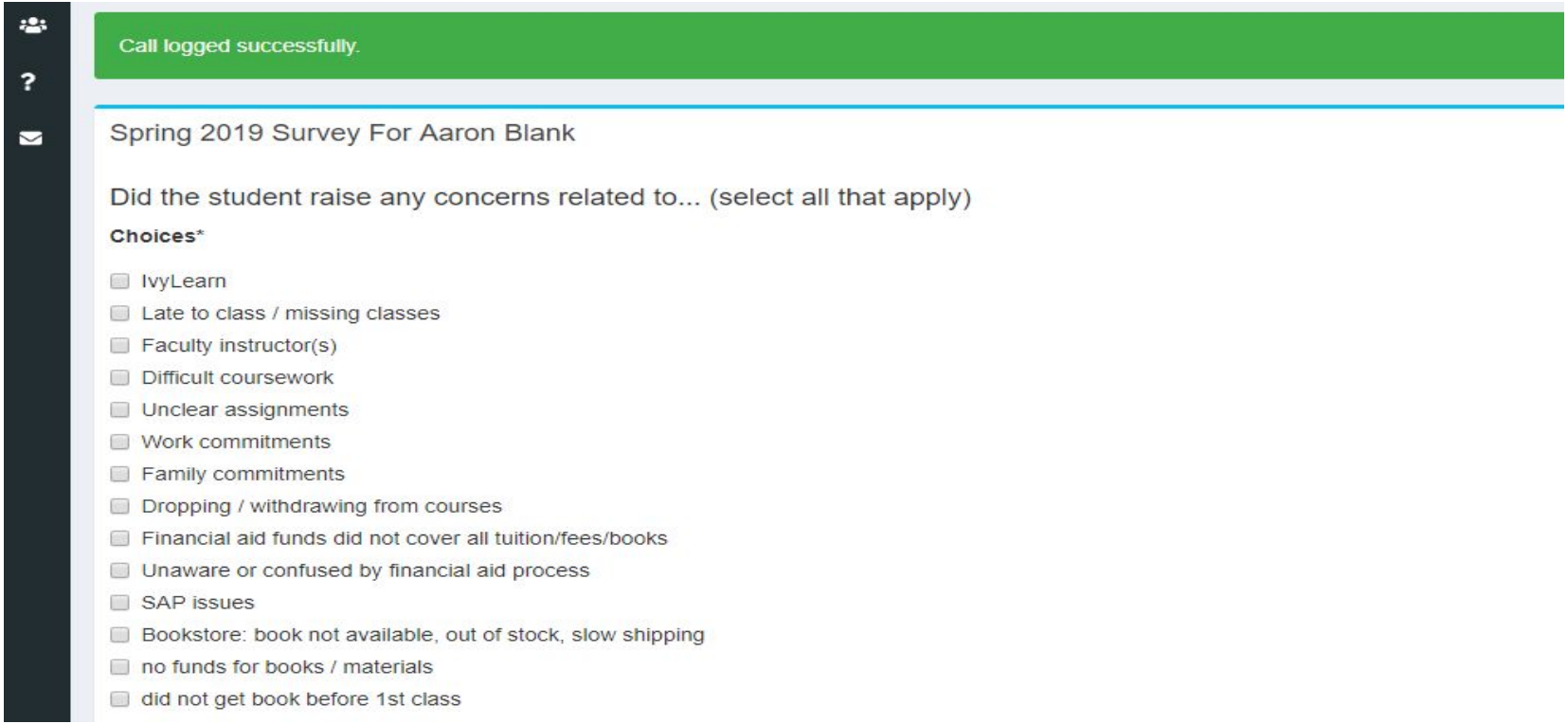
- Will “check in” student after you complete the call log

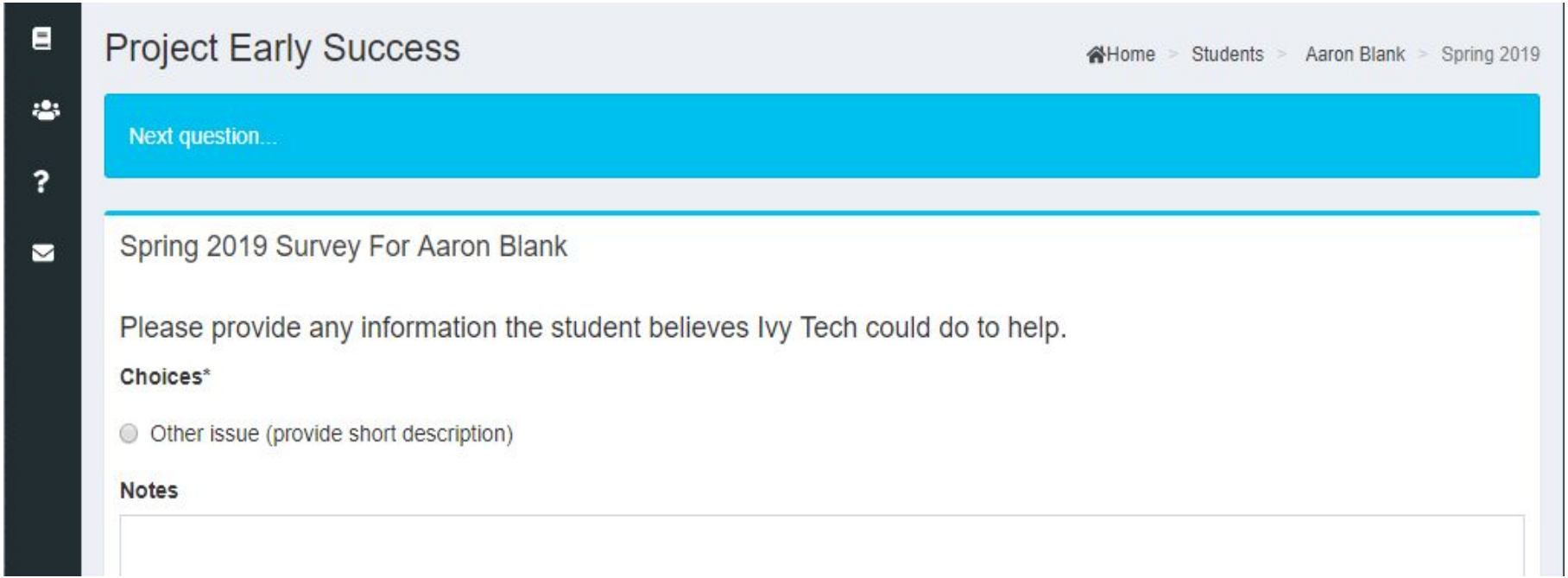
Log Call Attempt When Finished




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




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