

## Spring 2017 Returning Student Telephone Script #2 FOR STUDENTS WITH "AS" HOLDS

### Response to Voice Mail

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My name is \_\_\_\_\_ and I'm calling from SUNY Potsdam regarding your registration for Fall 2017 classes. Would you please call 315-267-2580 to share your plans for the Fall 2017 semester and to let us know how we can help?

### Response to Live Caller

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Hello. My name is \_\_\_\_\_, and I'm calling from SUNY Potsdam. May I speak with \_\_\_\_\_. (When students takes call, then...) Hello, \_\_\_\_\_ (student's first name). We are reviewing student registration for the Fall 2017 semester and noticed that you have not registered for classes. Can you tell me if you plan to attend SUNY Potsdam this coming fall?



### Caller Replies to Student Response

1). **"Yes" Response:** That's great! However, I see that you have an **All Services Hold** from Student Accounts for a balance due. You will need to work with the Financial Aid office and Student Accounts to get this balance addressed before you can register. The best way to reach Financial Aid is to call Jennifer Gates at 315-267-2162. The best way to reach Student Accounts is to call 315-267-2137.

You will need to contact your advisor right away to set up your fall classes. Do you know who your advisor is? (Provide instructions or advisor info.)

2). **"No" Response:** I'm sorry to hear that. Would you be willing to share your reason(s) for not attending SUNY Potsdam or if there is any way we can help?

3). **"Not Sure" Response:** I hope you will soon be able to make a decision regarding your return to college. Is there anything I can do to help?



### IMPORTANT INFO:

Please be aware that, until you register for classes, you are not considered a student at SUNY Potsdam.

If you're not registered for classes before you leave for break it may result in the loss of your Fall 2017 housing assignment. In addition, students who fail to register may not be allowed access to Residence Life storage for the summer.

The Student Success Center is here to help guide you through the class registration process and answer any questions. Please let us know how we can help.

Please record responses on your **Tracking Sheet**. Completed rosters should be returned to [ssc@potsdam.edu](mailto:ssc@potsdam.edu) by Monday, May 8<sup>th</sup> at noon.