University of Notre Dame
Enrollment Division
Phone Script for Communication with Admitted Students
Script for 2022-2023

Sample Script for Phone Call with Student

1. **Introduce yourself:**

AVC message: "Hello, this is _____, with the Notre Dame Club _____. Is _____ available please?"

AAB Message: "Hello, this is _____, with the _____ Alumni Affinity Board. Is _____ available please?"

2. **Congratulate them on their acceptance to the University:**

"I first want to congratulate you on your acceptance to Notre Dame!"

3. **Engage them in conversation:**

"The main reason why I am calling is to make sure that you have the information about Notre Dame that you need to make the best decision for your college selection. I hope I can answer any questions that you may have about Notre Dame."

Sample questions to engage them in conversation if they don't have any specific questions:

Note: the purpose is not to overwhelm the student with questions, but rather to get them talking to find out their knowledge of or level of interest in ND and for you to offer your insight on topics they bring up.

- Have you visited campus before?
- Do you need assistance with the Financial Aid process?
- What do you think will be the deciding factor when you make your final decision?
- **Please do not have any conversations that are not centered around a positive community where students can explore their dreams and create an inclusive community for themselves.**

4. **If they don't have questions:**

"Congratulations again and if any questions do arise in the coming weeks, please know that you can contact me, the Office of Admissions, or Financial Aid at any time. Thanks so much for taking my call, and I wish you the best of luck as you make your college decision. We would love to have you as part of the Notre Dame family."

5. **Log the call in the Admissions Volunteer Portal**

Mark the student as contacted and submit any comments or questions the student has asked.

What to do when:

a. **They say they have decided to go to another school**

Ask what school they plan on attending next year and wish them well. Please report this information back to the admission office via the portal.

b. **Student unavailable:**

Ask if there is a better time to call back AND offer to answer any questions that the parent may have.

c. **No Answer:**

Leave message and let them know when you will call back (try to give a specific date and time)

d. **Second no answer:**

Leave voicemail, and follow-up with email.

e. **They want to schedule a campus visit:**

Call 574-631-7505 or visit http://admissions.nd.edu/admitted/

f. **They want to talk to an admissions counselor or financial aid counselor:**

Admissions: 574-631-7505
Financial Aid: 574-631-6436

g. **Question that you can't answer (do not answer anything financial aid related):**
   1) Please alert the student that someone from admissions or financial aid will get back to them.
   2) Please notate the question in the volunteer portal.
   3) Provide the student the financial aid email finaid@nd.edu to receive answers to their questions.

Be a great steward by:

a. **Providing students with accurate information.**
b. **Not oversharing experiences that are not the same in 2022.**
c. **Showcasing the community, providing students with next steps and direct contacts in the enrollment department.**
d. **Providing a moment to congratulate the student.**
e. **Informing the student of next steps via the admitted student website.**
f. **Inviting them to campus.**