

# CTEOS Phone Banking Decision Tree

Is the first call answered and is the student there?

**NO**

Leave No Answer Message #1

Wait at least one day to call back

Is the call answered?

**NO**

DO NOT LEAVE A MESSAGE

Wait at least one day to call back

Is the call answered?

**NO**

Leave No Answer Message #2



NO MORE CALLS—Record Final Outcome

**YES**

**YES**

**YES**

Phone script

Would you like to participate?

**YES**

Does the student want to take the survey NOW or LATER?

**NOW**  
Transfer Call to Call Center with ID #

**LATER**

Script for student to call themselves

Script for student to receive call back

Thank them in advance for completing survey. Drawing winners will be contacted around October. Record Final Outcome.

**NO**

Thank you for your time.

