**Summer Survey Phone Campaign – CTE**

If no answer (voice mail) or if not available:

**First call of No Answer or Not Available: Message #1**

Hi, this message is for *[student name].*

I am calling from San Diego Mesa College, and would like to connect with you about completing a **survey** regarding your education and work. For your participation you can enter into a drawing for a chance to win a $100 gift card.

I will try you again within a few days to see if I can reach you.

Thank you.

**If student is still not available – Message #2**

Hi, this message is for *[student name].*

I am follow up on my previous call from San Diego Mesa College, and to connect with you about completing a **survey** regarding your education and work. For your participation you can enter into a drawing for a chance to win a $100 gift card.

At San Diego Mesa College we care about student success. Since you are a former student, we would like to know about your work life after school and general satisfaction regarding the education you received with us. Your feedback is extremely helpful for us to support future students.

If you are interested in helping us by completing the survey, you can call directly to our survey line between 9 am – 9 pm Monday – Friday, at 657-278-9397. Please include your unique ID number *[student name].*

As a reminder, for your participation, you will be entered into a drawing for a chance to win one of 40 $100 gift cards. Winners will be contacted in October.

Thank you again for your assistance.

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**Script A: When student is available**

Hi, *[student name]* my name is *[state your name]* and I am calling from San Diego Mesa College*.*

At Mesa we care about student success and since you are a former student, we are wondering if you would be willing to complete a survey. For your participation, will be entered into a drawing for a chance to win one of the 40 $100 gift cards.

The survey is about work life after school and your general satisfaction with the education received. Your feedback is extremely helpful for us to support future students. Are you interested in completing the survey?

*NO – ends the call.*

Thank you

*Record the outcome.*

*YES – continue with script.*

Great! Would you like to take the survey now? I can transfer you to a survey team member.

*YES - NOW – Transfer student to the survey line.*

Wonderful! I will transfer you to our survey team now. Let me give you the Survey ID number. Please provide this number so they can find you in the system. Please hold while I transfer you. Thank you so much and have a wonderful day.

*Connect student to the CSU Fullerton SSRC at* ***1-657-278-9397****. When you reach the center make sure they can take the call* ***and*** *provide the Survey ID number. Return back to the student if they can’t take the survey, tell them the Survey team will call later and provide the Survey ID so the student is ready to provide it.*

*Record the outcome*

NO – Student wants to call themselves.

Great! Let me give you the phone number. Please call this number*:* **1-657-278-9397**between 9 am and 9 pm. Also, let me give you the **Survey ID** *[Provide Study ID number].* Please give them this ID when you call, so they can locate you in the system. Please tell them that San Diego Mesa College contacted you and make sure to let them know if you want to enter into a drawing for a chance to win a $100 gift card. Thank you so much and have a wonderful day!

*Record the outcome*

**Key to log results of call**

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| LVM | Left Voice Message (Voicemail) | |
| LMP | Left Message (with a person) | |
| RS-Email | Reached Student: Student found email and will complete survey | |
| RS-Transfer | Reached Student: Accepted to participate in the Survey- Transferred student to the survey team | |
| RS-Will call | Reached Student: Accepted to participate in the Survey- Student **will call** the survey team | |
| RS-Call for Survey | Reached Student: Accepted to participate in the Survey- Student **wants a call from Survey** team | |
| RS-Call later | Reached Student: Asked to be called back later- **Can’t pay attention now** | |
| RS-Declined | Reached Student: Student **declined to participate Survey** | |
| RS-Delete name | Reached Student: Student **asked for name to be removed from list** | |
| IPN | Incorrect phone number | |
| DPN | Disconnected phone number | |
| NA | No answer | |