

## F24 FAFSA Call Campaign

Audience	Content – Contact Made	Notes/Questions
	<p>Hello. This is <i>Trellis representative</i> calling on behalf of <b>SCHOOL NAME</b>. Is <b>STUDENT NAME</b> available? This call may be monitored or recorded for quality assurance purposes. If the call drops, may we call you back?</p> <p>Good morning/afternoon, <b>STUDENT NAME</b>. We are calling to let you know that if you would like to apply for financial aid for the next school year, you need to submit your 2024-2025 FAFSA. Have you submitted your FAFSA?</p> <p><b>Y:</b> That is great! If you did not list <b>SCHOOL NAME</b> on the application, you need to log back in and add the <b>SCHOOL CODE 000000</b>. After it is processed, the financial aid office will let you know if they need any additional information. If you have any questions, please contact <b>EMAIL/PHONE</b>. Thank you for taking the time to speak with me today.</p> <p><b>N:</b> Your FAFSA can be completed at <a href="https://studentaid.gov/h/apply-for-aid/fafsa">https://studentaid.gov/h/apply-for-aid/fafsa</a>. We encourage you to submit your FAFSA as soon as possible. To ensure <b>SCHOOL NAME</b> receives your FAFSA, include the <b>SCHOOL CODE 000000</b> on your application. After your FAFSA is processed, the financial aid office will let you know if they need any additional information. If you have any questions, please contact <b>EMAIL/PHONE</b>. Thank you for taking the time to speak with me today.</p>	<p><b>Outcome 1:</b> FAFSA complete; FAFSA not complete/will complete by due date; Not completing FAFSA; Attending another school; Not attending this semester</p> <p><b>Outcome 2:</b> Does not qualify for aid; Needs financial aid assistance.</p> <p><b>What is the priority deadline to complete the FAFSA?</b></p> <p><b>Where do we direct students with questions?</b></p> <p><b>Can we promote the Trellis FAFSA line during this call campaign?</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>The FAFSA line, a free service to Project Success students, assists students one-on-one with completing the FAFSA. Our call center will recommend it to students who appear to benefit from this service. Counselors are available by phone M-Th, 8-6 pm and F, 8-5 pm.</p> <p><b>To add school:</b>            Log back in to the FAFSA website, click on make corrections, go to the part where schools are listed, then hit submit once you've added the code</p>



Content - Voicemail	Notes
<p>Hello, this is Trellis calling on behalf of <b>SCHOOL NAME</b>. We are calling to let you know that if you would like to apply for financial aid for the 2025-2026 school year, you need to submit your 2025-2026 FAFSA. If you have any questions, please return our call at 888-649-1959. Thank you and have a great day!</p>	
Content – Third Party	Notes
<p>Third Party: Hello, this is <i>Trellis representative</i> calling on behalf of <b>SCHOOL NAME</b>. Is <i>student name</i> available?</p> <p>If not available: Can you please have <b>STUDENT NAME</b> return our call at 888-649-1959? Thank you.</p>	
Content – Follow up email	Notes
<p>Dear <b>STUDENT NAME</b>,</p> <p>Thank you for speaking with me about applying for financial aid for the 2025-2026 school year at <b>SCHOOL NAME</b>. Here is the information we discussed for your convenience.</p> <p>To apply for financial aid for the next school year, you need to submit your 2025-2026 FAFSA at <a href="https://studentaid.gov/h/apply-for-aid/fafsa">https://studentaid.gov/h/apply-for-aid/fafsa</a>. We encourage you to complete the FAFSA as soon as possible and include the <b>SCHOOL CODE 000000</b> on your application. This ensures <b>SCHOOL NAME</b> receives your FAFSA information. After your FAFSA is processed, the financial aid office will let you know if they need any additional information.</p> <p>If you have any questions about the FAFSA, please contact <b>EMAIL/PHONE</b></p> <p>Thank you,</p> <p>Student Outreach and Support Team  P.O. Box 83100  Round Rock, TX 78683  (888) 649-1959  <a href="http://www.trellisstrategies.org">www.trellisstrategies.org</a>  <a href="mailto:studentsuccess@trelliscompany.org">studentsuccess@trelliscompany.org</a></p>	<p>Only students who request additional follow up via email during the call</p>