

University of Notre Dame  
Enrollment Division  
Phone Script for Communication with Admitted Students  
Spring 2020

**Sample Script for Phone Call with Student**

**1. Introduce yourself:**

“Hello, this is \_\_\_\_\_, with the Notre Dame Club of \_\_\_\_\_. 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.*

- How did you first hear about Notre Dame?
- Do you know anyone who has attended Notre Dame?
- Why did you choose to apply to Notre Dame?
- Have you visited campus before?
- What do you plan to study in college?
- Do you have any concerns about attending Notre Dame?
- What do you think will be the deciding factor when you make your final decision?

**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.

### 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:

Tell them that someone from admissions or financial aid will get back to them – please pass that information on to the admission counselor in their area.