

LCC RETENTION PROGRAM – Summer 2007

Script 1 (2 wks)

June 25 – July 5, 2007

- Hi, my name is _____ and I'm calling from the LCC Retention Program. We call all new students during their first quarter to offer information about services and resources available at LCC.

- How are things going for you so far? Have you attended all your classes yet? (Stress the importance of attendance and participation.)

- We want to let you know about a policy called "Instructor Initiated Withdrawal". An instructor may withdraw a student from any class or lab which they do not attend during the first five instructional days of the quarter. If you are not able to attend a class or lab, you need to communicate with the instructor as soon as possible. If you do not communicate with the instructor, you may lose your place in class.

- When you enrolled, you probably met with an Entry Advisor who referred you to a program advisor for on-going advising. My records show that your program advisor is _____. (Provide advisor contact information.) You can also get office information for your advisor on-line (www.lowercolumbia.edu) or through the Entry Center (442-2311).

- I want to let you know about a couple of upcoming deadlines:
 - The last day to add classes is Monday, July 2nd.
 - The last day for 100% tuition refund is also Monday, July 2nd.
 - The last day for 50% tuition refund is Thursday, July 12th.

- Do you have any questions that I can help you with? (Mention any upcoming campus events.)

- Is it okay if I call again? Thanks. Goodbye.

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Script 2 (2 wks)

July 9 – July 19, 2007

- Hi, my name is _____ and I'm calling from the LCC Retention Program. (If you've never spoken with this student before, explain the purpose of the Retention Program.)

- How are things going for you now that you're a few weeks into the quarter? Have your instructors announced any mid-term tests or assignments? Do you feel prepared? (Refer to instructor, tutoring, Learning Center, or other services as appropriate.)

- Are you familiar with **Global PIN numbers**? Your Global PIN is a four-digit number that you should request from the registration office. This number allows you to access a wide range of on-line services including your schedule of classes, your unofficial transcript, financial aid information, degree audits, and more. You can choose the number yourself, so that it will be easy to remember. The next time you have an opportunity, be sure to come in to the registration office to select your Global PIN.

- **If you're planning to attend fall quarter, registration is open now.** You should contact your program advisor or the Entry Center now to schedule an advising appointment and select fall classes.

- Do you have any questions that I can help you with? (Mention any upcoming campus events.)

- Is it okay if I call again? Thanks. Goodbye.

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Script 3 (2 wks)

July 23 – August 2, 2007

- Hi, my name is _____ and I'm calling from the LCC Retention Program.
- How are things going? How have you been doing with assignments and exams? (Refer to instructor, tutoring, or other services as appropriate.)
- Do you feel that you'll successfully complete all of your classes? If not, **the deadline to withdraw from classes is Thursday, August 16th**. (Dropping a class will have ramifications for students receiving financial aid. Refer students to their program advisor for help in dropping a class.)
- **Have you registered yet for fall quarter? You should register as soon as possible to have the best selection of classes.** You can check out the class schedule on-line and then make an appointment to see your program advisor. If your program advisor is off campus for the summer, just call the Entry Center and they will give you an advising appointment.
- Do you have any questions that I can help you with? (Mention any upcoming campus events.)
- Is it okay if I call again? Thanks. Goodbye.

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Script 4 (2 wks)

August 6 – August 16, 2007

- Hi, my name is _____ and I'm calling from the LCC Retention Program.
- How is everything going? Have you met with your advisor yet for fall quarter? If not, you should contact them to make an appointment as soon as possible to talk about what you plan to take. (Remind students who their advisor is and how they can reach them.)
- **Finals will be coming up soon.** Do you think you'll be ready? (Refer to instructor, tutoring, or other services as appropriate.)
- At the end of the quarter, the bookstore has a **book buy-back** period. You can check the web site for specific dates.
- Do you have any questions that I can help you with? (Mention any upcoming campus events.)
- This is the last of our retention calls for the quarter, but please come in to the Admissions Center if you ever have questions or need assistance. Thanks for your time. Enjoy your break, and good luck with next quarter. Good-bye.